

QUICK REFERENCE GUIDE

MANAGEMENT ASSESSMENT SUBSYSTEM (MASS)

For Public Housing Agencies with Fiscal Years Ending March 31, 2000

**U.S. Department of Housing and Urban Development
Real Estate Assessment Center**

April 12, 2000

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INTRODUCTION

PURPOSE

This quick reference guide is designed to give basic information to the user of the Management Assessment Subsystem (MASS), release 3.0, a Web-based computer program of the U.S. Department of Housing and Urban Development (HUD). MASS is the primary tool by which HUD's Real Estate Assessment Center (REAC) conducts its annual assessment of the management operations of HUD properties that are operated by Public Housing Agencies (PHAs). The management operations assessment is one of four assessments HUD/REAC utilizes to determine an overall status score for a PHA under the Public Housing Assessment System (PHAS).

This guide is directed at PHAs with fiscal years ending March 31, 2000, and later. PHAs with fiscal years ending September 30, 1999, and December 31, 1999, should refer to the previous edition of this guide, dated November 24, 1999, and posted on the REAC Web site at **www.hud.gov/reac** (See Steps 1-4 and 6 at the bottom of this page).

Included in this guide is information on how to...

- access MASS,
- move from page to page,
- enter data into each of the data element field types, and
- validate, correct, and submit the certified management data to HUD/REAC.

For specific details on the content of the MASS data elements, the resources needed to correctly respond to those elements, and how the MASS data elements compare with the previous elements under the Public Housing Management Assessment Process (PHMAP), refer to the *Instruction Guidebook for Completing Public Housing Assessment System Management Operations Certification with Form HUD-50072*. The guidebook may be downloaded from the REAC Web site, following the instructions below (note that each link opens a different page on the Web site):

1. Open your Internet browser and access the REAC Web site:
www.hud.gov/reac.
2. On the left side of the Web site's home page, click on the [products](#) link.
3. On the REAC Products page, click on the link for [Management Operations Certification](#).
4. In a box, on the right side of the Management Operations Certification page, click on the link for [Documents and Guidance](#).
5. Finally, on the Documents and Guidance page, click on the link for the [Instruction Guidebook](#).
6. A link to the previous version of this guide, dated November 24, 1999, is also available on the Documents and Guidance page.

OVERVIEW OF THE MASS PROCESS AS DESCRIBED IN THIS GUIDE

1. Open your Internet browser and access the REAC Web site.
2. Click on the online systems link, then click on the Login button.
3. Log in to HUD's secure systems.
4. On the Secure Systems menu page, click on the link to open MASS. If you represent more than one PHA, the PHA Selection page displays. Click on the link for the PHA for which you wish to make a submission. This will open the PHA Inbox. If you represent only one PHA, the PHA Inbox displays automatically when you click on the link to open MASS.
5. In the Inbox, select New Submission. This opens the Set Up PHA Information page.
6. After confirming that the information on the Set Up PHA Information page is correct, enter the Fiscal Year for which you are entering data, and click on the Set Up Submission button. This opens the first MASS sub-indicator page.
7. Enter responses in all of the data element fields of the sub-indicator. Save the data.
8. Correct any errors found by the system during the saving process.
9. Using a tab, link, or "Next Sub-Indicator" button, go to another MASS sub-indicator page and repeat steps 7 through 9.
10. When all sub-indicator pages are complete, if desired, enter and save data on the Adjustment and Comments pages.
11. When all the pages in the submission are complete, on the Submit page, click on the Validate Submission button. The validation process checks the saved data against established MASS business rules.
12. Correct any problems found and repeat the validation check.
13. When validation reports no problems, data is ready for certification.
14. After the Board approves resolution, the PHA's Executive Director enters the resolution number and the date of approval and submits the certified data to HUD/REAC, completing the process.

Important Notice

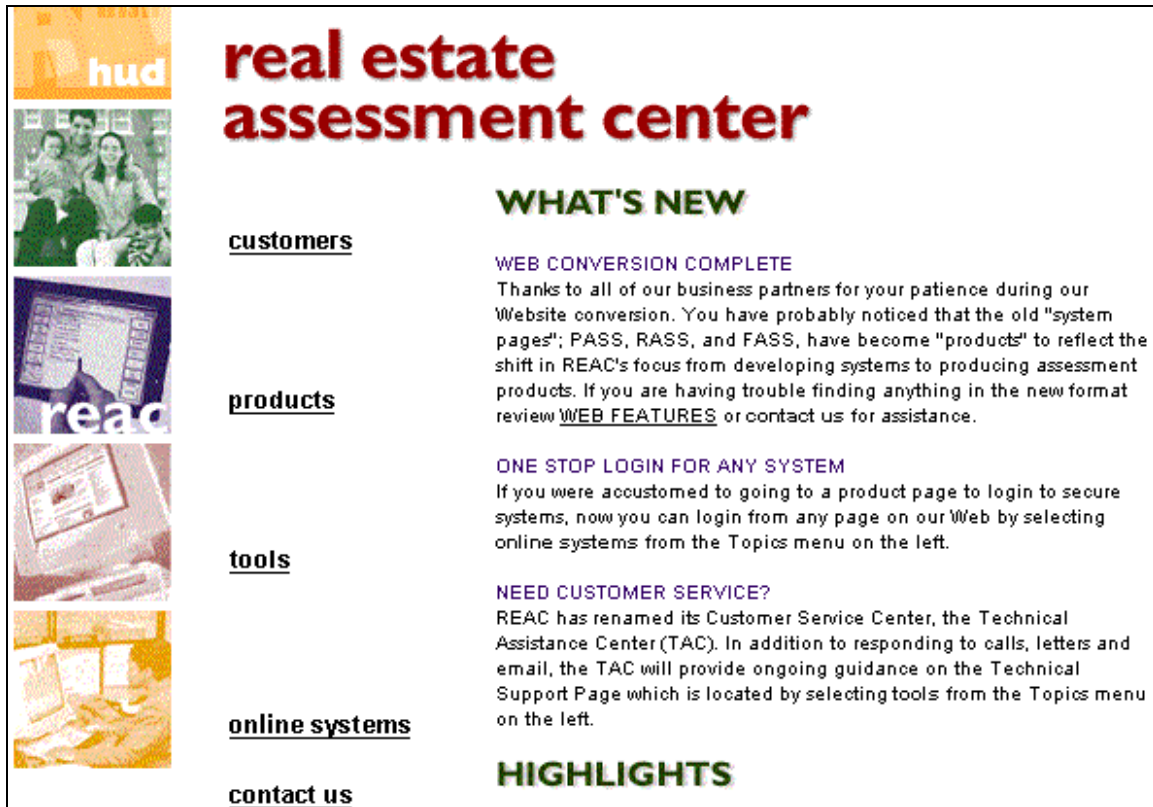
The example data appearing in this quick reference guide has been created solely for the purpose of illustrating the use of the Management Assessment Subsystem (MASS), and should not—in any way--be construed as being the actual data of any HUD public housing partner.

ACCESSING MASS

1. Open your Internet browser and access the REAC Web site at the following address:

<http://www.hud.gov/reac>

NOTE: For basic information on how to use a browser, see Appendix A, Browser Basics, p. 30.



real estate assessment center

WHAT'S NEW

customers

products

tools

online systems


contact us

WEB CONVERSION COMPLETE
Thanks to all of our business partners for your patience during our Website conversion. You have probably noticed that the old "system pages"; PASS, RASS, and FASS, have become "products" to reflect the shift in REAC's focus from developing systems to producing assessment products. If you are having trouble finding anything in the new format review [WEB FEATURES](#) or contact us for assistance.

ONE STOP LOGIN FOR ANY SYSTEM
If you were accustomed to going to a product page to login to secure systems, now you can login from any page on our Web by selecting online systems from the Topics menu on the left.

NEED CUSTOMER SERVICE?
REAC has renamed its Customer Service Center, the Technical Assistance Center(TAC). In addition to responding to calls, letters and email, the TAC will provide ongoing guidance on the Technical Support Page which is located by selecting tools from the Topics menu on the left.

HIGHLIGHTS

2. Click on the  link. This opens the **online systems** page ▼.



online systems

TOPICS


customers


products

tools

If you already have a User ID, click on the "Log In" button to proceed directly to Secure Connection. Note that upon log in, the "User Name" field actually requires your user ID.

LOG IN

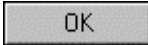
- At the top of the online systems page, click on the  button.
- A login window opens, requiring a username and password ▼.

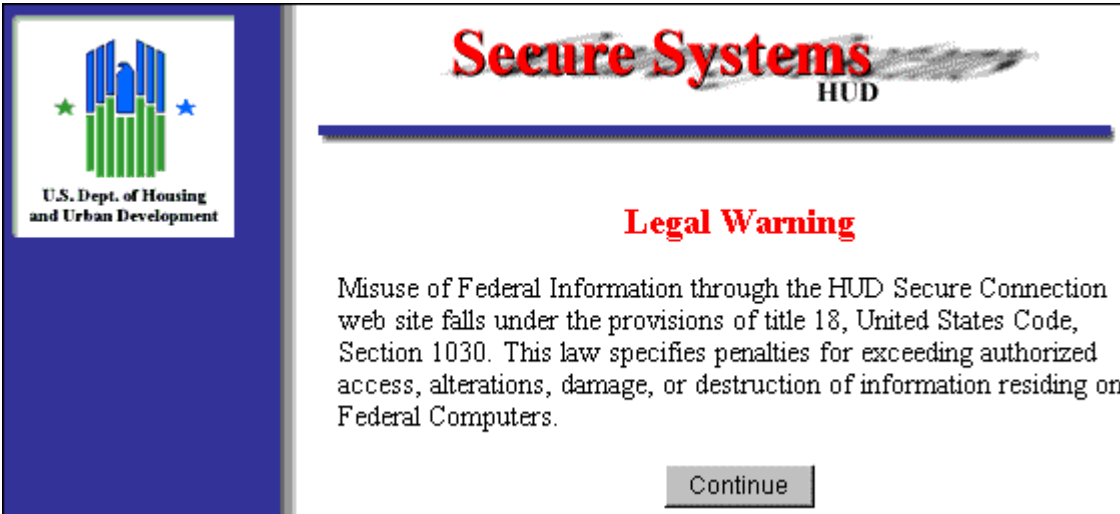


A dialog box titled "Username and Password Required" with a close button (X) in the top right corner. The text inside says "Enter username for Enterprise Server at hudapps.hud.gov:". Below this text are two input fields: "User Name:" and "Password:". At the bottom of the dialog box are two buttons: "OK" and "Cancel".


NOTE: The term "user name" refers to your user ID, which was assigned to you by HUD when you registered with REAC. The password is the password you chose on your registration application. You must enter it exactly as you entered it on the application form. For information on registering for a user ID, see Appendix D, Registering for a user ID, p. 37.


NOTE: If you are a Coordinator for your PHA, you may need to perform some system administration in order for you and your Users to access MASS. See Appendix E, System Administration, p. 45.

- After entering your user ID and password, click on the  button. The **HUD Secure Systems Legal Warning** page opens ▼.



The page has a blue sidebar on the left with the U.S. Dept. of Housing and Urban Development logo. The main content area has a red header "Secure Systems" with "HUD" below it. A red "Legal Warning" section follows, containing text about the misuse of federal information. At the bottom right is a "Continue" button.

- Read the page, then click on the  button. The **Secure Systems** page displays (See next page).



Secure Systems
HUD

Systems

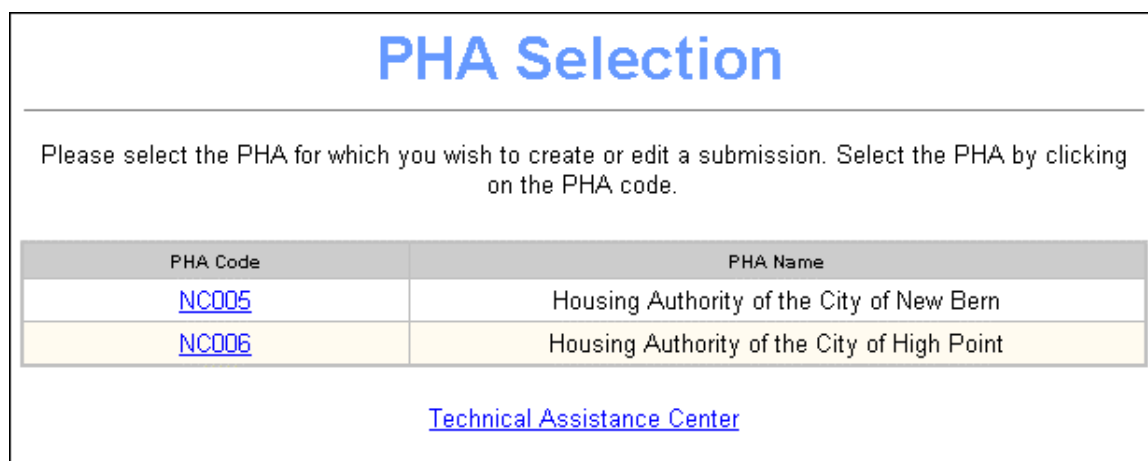
- [Public Housing Assessment Subsystem](#) (PHAS)
- [Financial Assessment Submission - PHA](#) (FASPHA)
- [Resident Assessment Subsystem](#) (RASS)
- [Management Assessment Subsystem](#) (MASS)
- [Single Family Assessment Subsystem](#) (SASS)

System Administration - [Guide](#)

- [User Group Maintenance](#)
- [User ID Maintenance](#)
- [Business Partners Maintenance](#)
- [PHA Assignment Maintenance](#)
- [Password Change](#)

7. Under the Systems section, click on the link for the **Management Assessment Subsystem (MASS)**. At this point, one of two pages will open, depending on how many PHAs the user represents.

If the user represents **more than one** PHA, the **PHA Selection** page opens ▼.



PHA Selection

Please select the PHA for which you wish to create or edit a submission. Select the PHA by clicking on the PHA code.

PHA Code	PHA Name
NC005	Housing Authority of the City of New Bern
NC006	Housing Authority of the City of High Point

[Technical Assistance Center](#)

Select a PHA from the table by clicking on the link in the PHA Code column that corresponds to the name of the PHA for which you wish to make a MASS submission. The **PHA Inbox** for that PHA will then display (see next page).

If the user represents **only one** PHA, the **PHA Inbox** page opens directly after clicking on the MASS link on the Secure Systems page (See next page).

PHA Inbox

[New Submission](#)[Bottom of page](#)

PHA Code	PHA Name	PHA FYE	Status	Submission type
----------	----------	---------	--------	-----------------

[Top of page](#)
[Technical Assistance Center](#)

PHA INBOX PAGE

The PHA Inbox page features a table which contains links to all the MASS submissions that have been created for a specific PHA. This includes any current draft submission that has not yet been validated and sent to HUD. If no MASS submission has ever been started, the PHA Inbox table will be empty as in the example on page 6. Below is how the Inbox table looks with a submission link in it ▼.

PHA Inbox

[New Submission](#)[Bottom of page](#)

PHA Code	PHA Name	PHA FYC	Status	Submission type
NY005	New York City Housing Authority	3/31/2000	draft	submission

[Top of page](#)

[Technical Assistance Center](#)

There are five columns in the PHA Inbox table. They are defined in the chart below ▼.

Columns in the PHA Inbox Table	
Column Title	Definition
PHA Code	the code assigned to a PHA by HUD. (2-letter state abbreviation, followed by 3 numbers)
PHA Name	the official, legal name by which the PHA is known.
Fiscal Year End	the month and day that the PHA's fiscal year ends (either 3/31, 6/30, 9/30, or 12/31), and the four-digit year for which that submission is reporting. The year is generally the key identifying element for an individual submission, as MASS submissions are usually made only on an annual basis, re-submissions being the exception.
Status	shows one of four levels of completeness for a submission: <ul style="list-style-type: none"><i>Draft</i> - the submission is in progress. Changes may still be made by any authorized user.<i>Validated Draft</i> - the submission has been completed, and validated, but not yet sent to HUD/REAC. Only the PHA Executive Director can make changes to a submission with this

Columns in the PHA Inbox Table	
Column Title	Definition
	<p>status.</p> <ul style="list-style-type: none"> <i>Review</i> - the submission has been completed, validated, and sent to HUD/REAC. <i>Reject</i> - the submission has been reviewed, and rejected by HUD/REAC.
Submission Type	<p>shows one of four classifications for a submission:</p> <ul style="list-style-type: none"> <i>Submission</i> - a standard, electronic MASS submission. <i>Manual Submission</i> - a PHA has requested, and HUD/REAC has approved, that the MASS submission be created manually, on paper, and sent by standard mail to HUD/REAC. <i>Re-Submission</i> - A second electronic MASS submission for a given fiscal year, the initial electronic submission having been rejected by HUD/REAC. <i>Manual Re-Submission</i> - A second manual MASS submission for a given fiscal year, the initial manual submission having been rejected by HUD/REAC.

Aside from the links in the Inbox table, there are four other links on the PHA Inbox page which are described in the chart below ▼.

Other Links on the PHA Inbox Page	
<p><u>Bottom of page</u> and <u>Top of page</u></p>	<p>located in the upper and lower right corners of the page, respectively, these are navigation links that, when clicked on, will automatically take the user to either the bottom or top of the PHA Inbox page. These will become useful as the Inbox table gets larger.</p>
<p><u>Technical Assistance Center</u></p>	<p>clicking on this link at the bottom of the page will open the Web page for the REAC Technical Assistance Center. The Web page contains information on how to contact the Center should you experience problems using MASS (See Appendix F, p. 64).</p>
<p><u>New Submission</u></p>	<p>this link, located in the upper left corner of the page, is the starting point for creating a new MASS submission (see below).</p>

How to Begin a New MASS Submission

1. To begin a new MASS submission, click on the [New Submission](#) link in the upper left corner of the Inbox page. This opens the **Set Up PHA Information** page ▼.

Set Up(PHA Information)

[Inbox](#)

Please verify that the PHA information is correct. If there are any discrepancies with the data shown below please contact your HUB/Program Office to update the information in IBS.

Please input the FY end year.

PHA Code	NY005
PHA Name	New York City Housing Authority
Street Address(line 1)	250 Broadway
Street Address(line 2)	
City	NEW YORK
State	NY
Zip Code	10007
FY End Date	03/31/ <input style="width: 50px;" type="text"/> e.g.1999

[Technical Assistance Center](#)

2. Proceed to *Set Up PHA Information Page*, p. 11 for further instructions.

How to Open an Existing MASS Submission

1. To open an existing MASS submission—that is, a current submission that is in draft form, or a previous submission that has already been validated and sent to HUD/REAC—click on one of the links for that submission in the PHA Inbox table. There are two links for each submission on the row which corresponds to the specific fiscal year of the submission. One link is under the **PHA Code** column and the other link is under the **PHA Name** column. See the example below ▼.

PHA Code	PHA Name	PHA FYC
NY005	New York City Housing Authority	3/31/2000

Clicking on either link will open the first sub-indicator page for that existing submission (See next page).

Management Assessment for Public Housing Agencies

Inbox
Unit Turnaround
Capital Fund
Work Orders

Annual Inspection
Security
Econ. Self-Suff.
Adjustment

Comment
Submit

Sub-Indicator 1: Vacant Unit Turnaround Time

ELEMENT	DESCRIPTION	AMOUNT
V12400	Total number of turnaround days.	18,973
V12500	Total number of vacancy days exempted for Capital Fund.	0
V12600	Total number of vacancy days exempted for other reasons.	0
V12700	Total number of vacant units turned around and lease in effect in the PHA's immediate past fiscal year.	967
V12800	Average number of calendar days units were in down time.	0
V12900	Average number of calendar days units were in make ready time.	0
V13000	Average number of calendar days units were in lease up time.	0
V13100	Average Unit Turnaround Days.	19.62

NOTE: If the submission has a “draft” or “validated draft” status, changes can be made to the existing submission. An existing submission with a “review” or “reject” status is read-only and cannot be altered. (See **Status** in the chart *Columns in the PHA Inbox Table*, p. 7).

NOTE: To return to the PHA Inbox page from the submission sub-indicator pages, click on the Inbox tab at the top of the sub-indicator page (See **Tabs** under *Moving Between Pages in MASS*, p. 14).

SET UP PHA INFORMATION PAGE

The Set Up PHA Information page contains identification, address, and fiscal year end information for an individual PHA to which the user is registered. The Set Up page is used only when a fiscal year's submission is first created, and does not appear in subsequent openings of an existing submission. The information appearing on the Set Up page is what is currently stored in HUD's database for that particular PHA. With the exception of the FY End Date field, all fields on the Set Up page are "read-only."

NOTE: Users should review the information on the Set Up page for accuracy, as it will be automatically attached to their MASS submission once they have clicked on the "Set Up Submission" button.

Set Up(PHA Information)

[Inbox](#)

Please verify that the PHA information is correct. If there are any discrepancies with the data shown below please contact your HUB/Program Office to update the information in IBS.

Please input the FY end year.

PHA Code	NY005
PHA Name	New York City Housing Authority
Street Address(line 1)	250 Broadway
Street Address(line 2)	
City	NEW YORK
State	NY
Zip Code	10007
FY End Date	03/31/ <input style="width: 50px;" type="text"/> e.g.1999

[Technical Assistance Center](#)

The chart below summarizes the information contained in the Set Up page ▼.

Information in the Set Up Page	
Item	Definition
PHA Code	the code assigned to a PHA by HUD.

Information in the Set Up Page	
<i>Item</i>	<i>Definition</i>
PHA Name	the official, legal name by which the PHA is known.
Street Address, City, State, and Zip Code	the mailing address for the business office of the PHA.
Fiscal Year End	the month and day that the PHA's fiscal year ends (either 3/31, 6/30, 9/30, or 12/31), and the four-digit year for which that submission is reporting. The year is generally the key identifying element for an individual submission, as MASS submissions are usually made only on an annual basis, re-submissions being the exception.

If the set up information is incorrect:

DO NOT PROCEED. The Set Up information should be updated *before* a MASS submission is created. Return to the PHA Inbox without creating a new submission by clicking on the [Inbox](#) link in the upper left corner of the Set Up page.

Contact your local HUB/Program Center to have them make the necessary corrections. When the updates have been made, follow the instructions below.

If the set up information is correct:

1. Click the cursor into the FY End Date field and enter the four-digit year on which the new MASS submission will report, as in the example below ▼.



2. Click on the **Set Up Submission** button just beneath the FY End Date field. This will open to the first of six MASS sub-indicator pages in the new submission.

NOTE: Should you enter a year for which a submission already exists, that existing submission will open instead. Also, future dates are not accepted by the system.

MASS SUB-INDICATOR PAGES

The six MASS Sub-Indicator pages are where the user enters the data that the PHA is graded on for the Management Operations Assessment Indicator. The page for Sub-Indicator 1 (Vacant Unit Turnaround Time) will always open first when entering a new or existing submission ▼.

Management Assessment for Public Housing Agencies

Inbox
Unit Turnaround
Capital Fund
Work Orders

Annual Inspection
Security
Econ. Self-Suff.
Adjustment

Comment
Submit

Sub-Indicator 1: Vacant Unit Turnaround Time

ELEMENT	DESCRIPTION	AMOUNT
V12400	Total number of turnaround days.	<input style="width: 100%;" type="text"/>
V12500	Total number of vacancy days exempted for Capital Fund.	<input style="width: 100%;" type="text"/>
V12600	Total number of vacancy days exempted for other reasons.	<input style="width: 100%;" type="text"/>
V12700	Total number of vacant units turned around and lease in effect in the PHA's immediate past fiscal year.	<input style="width: 100%;" type="text"/>
V12800	Average number of calendar days units were in down time.	<input style="width: 100%;" type="text"/>
V12900	Average number of calendar days units were in make ready time.	<input style="width: 100%;" type="text"/>
V13000	Average number of calendar days units were in lease up time.	<input style="width: 100%;" type="text"/>
V13100	Average Unit Turnaround Days.	<input style="width: 100%;" type="text"/>

Save
Reset
Next Sub-Indicator

[Inbox](#) | [Unit Turnaround](#) | [Capital Fund](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Econ. Self-Suff](#) | [Adjustment](#)
[Comment](#) | [Submit](#)
Comments or Questions? Please go to [Technical Assistance Center](#)

THE COMPOSITION OF A SUB-INDICATOR

Each sub-indicator is composed of two or more components, with the exception of Sub-Indicator 1 (Vacant Unit Turnaround Time) and Sub-Indicator 6 (Economic Self-Sufficiency) which have single components. Each component contains a series of data elements, each displayed on a separate line in the component as shown below ▼.

ELEMENT	DESCRIPTION	AMOUNT
V12400	Total number of turnaround days.	<input style="width: 100%;" type="text"/>

Each data element has three parts, which are defined in the chart below ▼.

Data Elements	
Part	Definition
Element	the unique code which identifies the individual data element (for example, V10000, CF12700, W10300), the beginning letter or letters signifying the name of the sub-indicator to which that element belongs (for example, V = Vacant Unit Turnaround, CF = Capital Fund, W = Work Orders).
Description	the data that is being requested of the user.
Amount	the active field where the user enters a response, or, in certain cases, where that response is automatically calculated for the user by MASS (See “Automatic Calculations,” p. ____).

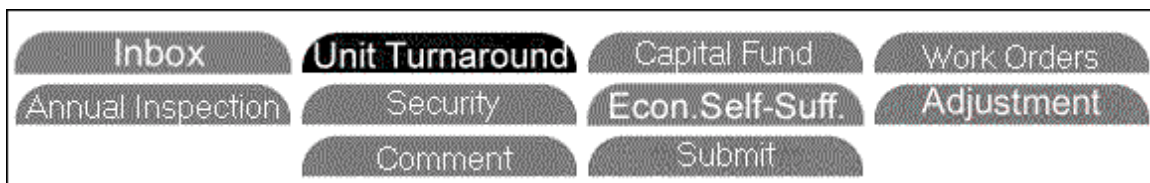
MOVING BETWEEN PAGES IN MASS

There are three ways to move between the pages in a MASS submission. They are:

- **Tabs** and
- **Links** which allow the user access to all of the submission pages, in any order; and the
- **Next Sub-Indicator** button which allows the user to advance through the sub-indicator pages only, one-by-one, in numerical order.

Tabs

At the top of every page in a MASS submission is a group of ten gray objects that resemble the tabs on folders in a filing cabinet. Each of these tabs represent a page in the submission, with a shortened title of that page appearing on the tab. A darker tab indicates the page that is currently displayed. The arrangement of the tabs will vary with screen resolution, but will generally appear as below ▼.

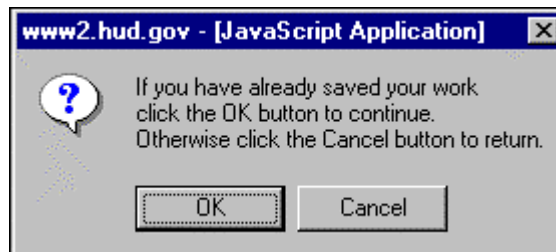


To move to another page using Tabs...


1. Click on the tab for the page you wish to move to. Example:




The following message box will then display ▼.




As a safety measure, this reminder message will appear each time you attempt to move to another page, whether or not the data on the current page has been saved.

2. **If the data has already been saved**, click on the  button and the page you are moving to will open.

-OR-

If the data has not been saved, click on the  button to close the message box.

Scroll down to the bottom of the page and click on the  button. Depending on the completeness of the current page and the validity of the specific data therein, you may receive one of two types of error messages (See *Saving Your Work in MASS*, p. 16). If there are no immediate data errors detected by the system, after a brief pause the screen will “flash” and the page will re-display. This indicates that the entered data has been saved. At that point, click again on the tab of the page you wish to move to and click the OK button on the reminder message about saving. The page you are moving to will open.

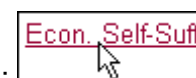
Links

For user convenience, at the bottom of every page in a MASS submission there are links to each of the other pages in the submission ▼.



To move to another page using Links...

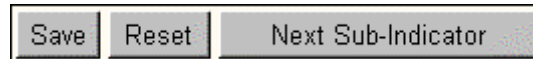
1. Click on the link for the page you wish to move to. Example:

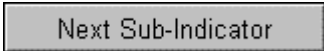


Just as with tabs, a reminder message about saving your work will appear. At that point, apply the same procedure listed in Step 2 under **Tabs**.

Next Sub-Indicator Button

The third method for moving to another MASS page is limited to moving between the sub-indicator pages only. Near the bottom of Sub-Indicators 1-5, just below the last data element line, are the following buttons ▼.



Clicking on the  button allows the user to move to the sub-indicator page that is numerically next in line (for example, from Sub-Indicator 1 to Sub-Indicator 2, from 2 to 3, from 3 to 4, etc.). It is a forward progression only, however, and it ends at Sub-Indicator 6, which does not contain a Next Sub-Indicator button.

When using the Next Sub-Indicator button, the same reminder message about saving your work will appear as in the other methods. At this point, apply the same procedure listed in Step 2 under **Tabs**.

NOTE: To move back to a previous page, move to a page out of numerical sequence, or move to a page other than a sub-indicator page, use tabs or links.

SAVING YOUR WORK IN MASS

Each page in a MASS submission requires that newly entered data be saved before moving to another page or exiting the system. Otherwise, the data element fields are returned to their former condition—either blanks or previously saved data.

To save data entered on any page in MASS, click on the  button at the bottom of the page.

Error Messages When Saving

There are two types of error messages that may appear when saving data on a sub-indicator page:

- The first type of error message (pictured below) indicates that a response for a specific data element is required before the system will save the data for that sub-indicator.




Should you receive this first type of error message, click on the OK button to close the message box. Locate the data element in question, enter a response in the field, and repeat the save process. The system will continue to produce these error messages until all required fields are filled.


- The second type of error message (pictured below) is a page which lists any instances where the entered data has violated certain “rules” that have been programmed for a field. For example, data entered into fields cannot have a negative value, and sometimes, cannot be zero. Also, data which the user has entered cannot produce a negative calculation in those fields which are automatically calculated by the system (See *Automatically Calculated Fields*, p. 20).

Error! Please use your Browser Back button to return to the previous screen and make correction(s).	
Field	ERROR MESSAGE
V13100	The value of this field should not be negative.

Should you receive this second type of error message...

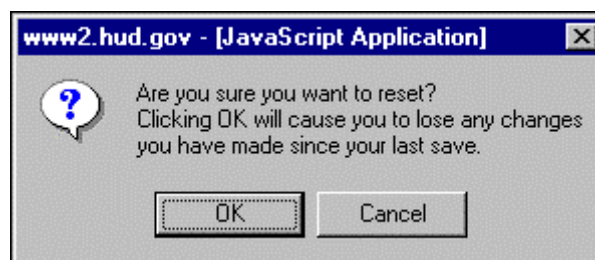
...click on your browser  button to return to the sub-indicator page and correct the item(s) in question. The system will continue to produce an error page when the “Save” button is clicked until all such errors are corrected.


The Reset Button


The remaining button at the bottom of all submission pages is the  button.

Reset allows the user to erase any unsaved data that has been entered on a submission page. Clicking on “Reset” removes the unsaved data and returns the data fields to their previous condition; either blank or with previously saved data. Reset can be used at any time prior to saving, and without having filled all the fields on a page.

To prevent accidental erasure of data you wish to save, as a safety feature, the message below will appear each time the “Reset” button is clicked ▼.



If you still want to reset, click the  button. The message box closes and the unsaved data is erased.

If you don't want to reset, click the  button. This closes the message box and stops the reset action. Your unsaved data will remain on the page.

FIELDS IN THE SUB-INDICATOR PAGES

There are five different types of fields found in the data elements of the MASS sub-indicator pages:

- **standard numeric,**
- **dollar figure,**
- **date,**
- **Yes or No response,** and
- **automatic calculation.**

By following the instructions below, you should be able to correctly enter data for each of the field types.

Standard Numeric

The majority of the data element fields in the sub-indicator pages require only a simple number between zero (0) and 9,999,999.99, although there are data elements where zero is an invalid response and will produce an error message.

To enter a number into a standard numeric field:

1. In the data element "Amount" column, click the cursor arrow in the field of the data element you wish to respond to.



2. Type in the number.



NOTE: You must enter a decimal point, should there be one. However, commas denoting thousands and millions will be automatically inserted by the system when you save your data, if you haven't already entered them.

Below are some examples of standard numeric data element fields ▼.

V12800	Average number of calendar days units were in down time.	1.50
W10500	Total number of non-emergency work orders.	2,360
S10800	The total number of applicants denied who met the One-Strike criteria.	7
E10100	The number of non HUD-funded economic self-sufficiency programs that the PHA requests to be assessed.	0

Dollar Figure

Fifteen of the data element fields in Sub-Indicator 2 (Capital Fund) require dollar figures. All fields requiring dollar figures have a dollar sign (\$) to the immediate left of the field.

To enter a figure into a dollar figure field:

1. In the data element "Amount" column, click the cursor arrow in the field of the data element you wish to respond to, as in the example below ▼.

CF10050	Total funds authorized over 3 FFYs old that does not have a pre-audit end date or that received a pre-audit end date during the fiscal year being assessed.	\$ <input type="text"/>
---------	---	-------------------------

2. Type in the figure.

CF10050	Total funds authorized over 3 FFYs old that does not have a pre-audit end date or that received a pre-audit end date during the fiscal year being assessed.	\$ <input type="text" value="17507536.5"/>
---------	---	--

NOTE: You must enter a decimal point, if entering cents, in order for the figure to be saved accurately. However, commas denoting thousands and millions will be automatically inserted by the system when you save your data, if you haven't already entered them.

Date

There are nine data element fields in the MASS sub-indicator pages that require date responses. They are located in Sub-Indicator 2 (Capital Fund) and Sub-Indicator 5 (Security). Fields requiring a date response will always have the word "date" in the data element description.

To enter a date into a date field:

1. In the data element "Amount" column, click the cursor arrow in the field of the data element you wish to respond to, as in the example below ▼.

S10000	The date that the Board adopted current policies to track crime and crime-related problems.	<input type="text"/> (mm/dd/yyyy)
--------	---	--------------------------------------

2. Type in the date. You must use the two-digit month, two-digit day, and four-digit year, each separated by a forward slash mark (/) as below ▼.

Date to enter: June 15, 1998

S10000	The date that the Board adopted current policies to track crime and crime-related problems.	<input type="text" value="06/15/1998"/> (mm/dd/yyyy)
--------	---	---

NOTE: Dates not entered in the specified method will be rejected by the system.

Yes/No Response

There are three data element fields in the MASS sub-indicator pages that require a Yes or No response. They are located in Sub-Indicator 2 (Capital Fund) and Sub-Indicator 5 (Security), and have the words “Y/N?” or “Enter Yes or No” in the data element description. These fields are smaller than the other data element fields, and contain a pull-down menu with the responses “yes” and “no” already prepared. The default response is “yes.”

To respond Yes, simply leave the field in the default position, as below ▼.

S10700	PHA can document that current screening procedures result in successfully denying admission to applicants who meet the One-Strike criteria (enter Yes or No).	<input type="text" value="yes"/>
---------------	--	----------------------------------

To respond No:

1. Click on the down arrow to open the pull-down menu.

S10700	PHA can document that current screening procedures result in successfully denying admission to applicants who meet the One-Strike criteria (enter Yes or No).	<input type="text" value="yes"/>
S10800	The total number of applicants denied who met the	<input type="text" value="no"/>

2. Place the cursor arrow over “no” to highlight it.

S10700	PHA can document that current screening procedures result in successfully denying admission to applicants who meet the One-Strike criteria (enter Yes or No).	<input type="text" value="yes"/>
S10800	The total number of applicants denied who met the	<input type="text" value="no"/>

3. Click on “no” to select it.

S10700	PHA can document that current screening procedures result in successfully denying admission to applicants who meet the One-Strike criteria (enter Yes or No).	<input type="text" value="no"/>
---------------	--	---------------------------------

Automatic Calculations

There are eleven data elements in the MASS sub-indicator pages that are automatically calculated and entered by the system, rather than by the user. These fields are generally found in the data element(s) near or at the bottom of each sub-indicator component. The calculations are based on data entered by the user in the preceding fields of the component. They are often, though not always, expressed as percentage figures, as in the example below ▼.

E10400	Percentage of goals that the PHA can document it met under the implementation plan(s) for any and all of these programs.	<input type="text" value="100"/> %
---------------	---	------------------------------------

See Appendix C (p. 36) for a table of data element fields in MASS that are automatically calculated.

OTHER MASS PAGES

Besides the six sub-indicators, there are three other pages that comprise a MASS submission:

- **Adjustment for Physical Condition and/or Neighborhood Environment,**
- **Comment,** and
- **Submit.**

The only page you are required to complete, apart from the sub-indicator pages, is the Submit page. The pages for Adjustment and Comment are optional, but may provide valuable information to HUD/REAC's understanding of your submission data.

ADJUSTMENT PAGE

The Adjustment for Physical Condition and/or Neighborhood Environment page offers the PHA an opportunity to add points to their PHAS Physical Condition score by self-certifying to the physical condition of a building exterior, common area, and/or site of a project, and reflect the differences in the difficulty of managing individual projects. Data is not required on this page to make a valid MASS submission. Users may choose to leave it blank without penalty.

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Unit Turnaround
Security
Comment

Capital Fund
Econ. Self-Suff.
Submit

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Adjustment

Adjustment For Physical Condition and/or Neighborhood Environment

Please enter project number and click "Add" to add a project. Indicate which area the adjustment for physical condition and /or neighborhood environment applies for a project. Click "Save" before adding another project.

Project Number:

Project Number	Project Name	Site	Common Area	Bldg Exterior
<input type="button" value="Save"/>				

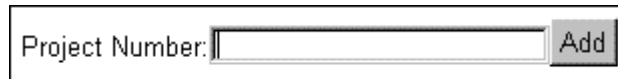
[Inbox](#) | [Unit Turnaround](#) | [Capital Fund](#) | [Work Orders](#) | [Annual Inspection](#) | [Security](#) | [Econ. Self-Suff](#) | [Adjustment](#) | [Comment](#) | [Submit](#)
 Comments or Questions? Please go to [Technical Assistance Center](#)

NOTE: While the PHA will certify to the PHAS Management Operations Indicator (Indicator #3) through MASS, the certification that the PHA makes to the adjustment for physical condition and/or neighborhood environment is actually done under PHAS Indicator #1, "Physical Condition."

Adding Projects for Adjustment

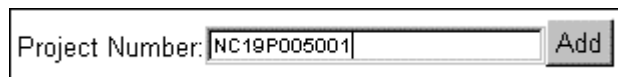
To add a project for adjustment:

1. Click the cursor arrow in the "Project Number" field.




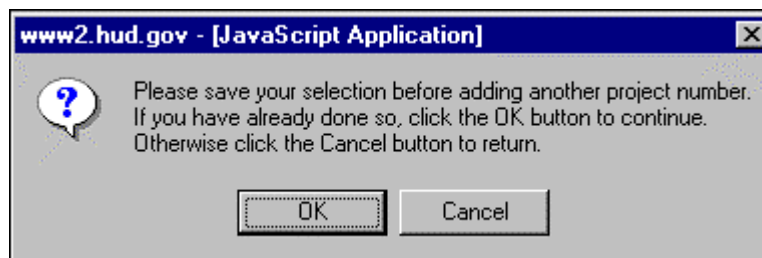
Project Number: Add

2. Enter the HUD-assigned number for the individual project to be added. The Project Number is also known as the Project ID.


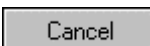



Project Number: Add

3. Click the  button. The following message will display ▼.



You will see this "Save" warning message each time you click on the "Add" button, even if you have not yet added a project number.

- **If you don't need to save**, click on the  button. This closes the message and continues the "Add" Project Number process.
 - **If you do need to save**, click on the  button to close the message box. Then click on the  button. Then repeat Step 3.
4. MASS automatically validates the project number against records that are stored in the system database.

If MASS finds the number to be valid, the project number and name will appear in a table under the column headers below the field where you added the Project Number, along with three checkboxes ▼.

Project Number	Project Name	Site	Common Area	Bldg Exterior
NC19P005001	TRENT COURT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Save				

If **MASS** finds the number to be invalid, the following error message displays ▼.

Error

Please use your Browser Back button to return to the previous screen.


ERROR MESSAGE

Project ID is not valid.

[Technical Assistance Center](#)

If you get this error message...




- Click on the browser's  button to return to the Adjustment page.
 - Repeat Steps 1-3, making sure you enter the project number correctly. If the system continues to return an “invalid number” error message and the number is known by the PHA to be valid, contact your local HUB/Program Center immediately to resolve the problem.
5. Click the cursor arrow in the checkbox for each applicable adjustment area (Site, Common Area, and/or Bldg. Exterior) for that project, as in the example below ▼.

Site	Common Area	Bldg Exterior
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


One, two, or all three boxes may be checked. To “de-select” a checkbox, that is, to remove the check mark, click on the box again.

NOTE: For a complete listing of items which qualify under each of the three adjustment areas, refer to the PHAS Regulation at 24 CFR Part 902.


6. When the area(s) has been selected, click on the  button. Another project may now be added by repeating Steps 1-5. Projects may only be added one at a time, after the previous project entered has been saved.

NOTE: MASS will not save a project unless at least one of the checkboxes has been selected.

To remove an area for adjustment after it has been saved:

1. Click on the checkbox or boxes you wish to remove. This de-selects the box (the check mark no longer appears).
2. Click on the  button.

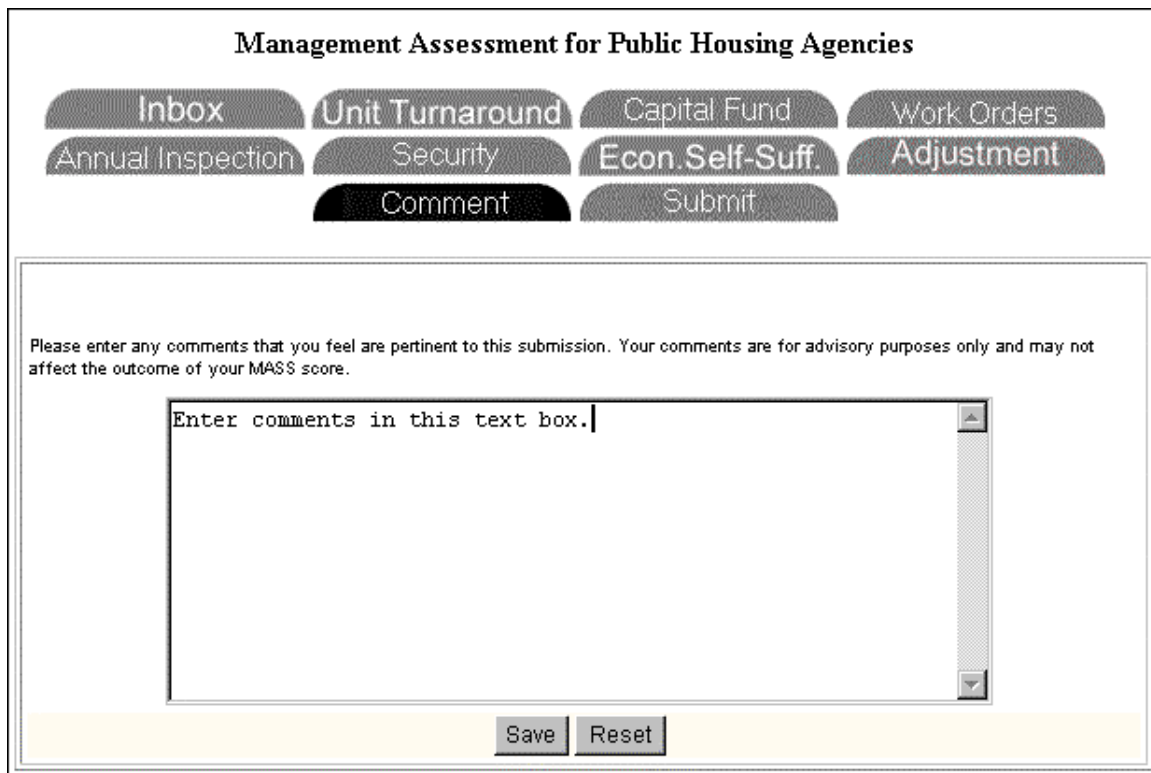
To remove an entire project from the adjustment page after it has been saved:

1. Click on all the checkboxes for the project to de-select them.
2. Click on the  button. This will remove the entire row representing that project from the Adjustment page table.

COMMENT PAGE

The Comment page gives the PHA an opportunity to transmit statements to REAC that may be pertinent to its MASS submission. These could include explanations of data entered in the sub-indicator or adjustment pages, opinions about how MASS works, or the reason why your submission might be late. Comments can also be made on the usefulness of this quick reference guide, the certification instruction guidebook, or any other instructional or training material relating to MASS.

To utilize the Comment page, click the cursor arrow in the large text box and enter your comments as illustrated below. Text can also be copied from another document and pasted into the comment text box.




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Comment Submit

Please enter any comments that you feel are pertinent to this submission. Your comments are for advisory purposes only and may not affect the outcome of your MASS score.

Enter comments in this text box.

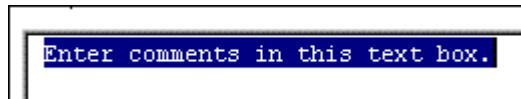
Save Reset


When all of your comments are entered, click on the  button.

To remove any unsaved comments, click on the  button.

To remove any saved comments:

1. Using your mouse, highlight the comments you wish to remove.



2. Press the Delete or Backspace key.
3. Click on the  button. If you do not save, the deleted comments will return when you move to another page or exit the system.

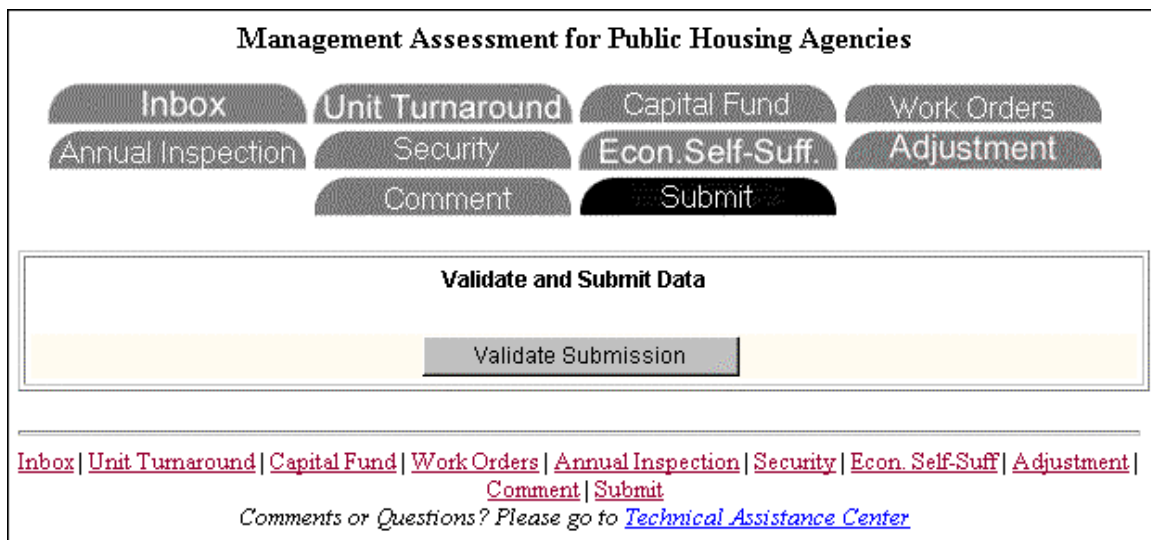
NOTE: Comments entered on the Comment page are for advisory purposes only, and may not affect the outcome of a PHA's MASS score. As a result, the Comment page is not a required part of the MASS submission. There is no penalty for leaving this page blank.

SUBMIT PAGE

The Submit page has two functions:

- validating the submission, and
- sending the submission to HUD/REAC.

Below is how the Submit page appears before the submission is validated ▼.



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Validate and Submit Data

[Validate Submission](#)

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 Comments or Questions? Please go to [Technical Assistance Center](#)

Validating a Submission

A submission must undergo a validation process before the system will allow it to be sent to HUD/REAC. In fact, until validation is successfully completed, the button that enables the submission to be sent will not appear at the bottom of the Submit page.

NOTE: Only a user registered as a PHA Executive Director can make a **MASS submission**. Consequently, the Submit button will only appear on the submit page for a user with that role.

To begin the validation process:

1. Click on the  button.

MASS then automatically checks the data entries in the sub-indicator pages against the built-in business rules that govern each data element. If any data element field conflicts with a business rule, then the data field is in error, and must be corrected.

If **no errors are found**, the screen will flash briefly, and the Submit page will re-display with a message (See Step 5) confirming that the submission has been successfully validated. **Go to Step 6.**

If **errors are found**, the screen will flash briefly and an error message page will appear, listing the data element or elements that are in error and what must be done to correct the error (See example below ▼).

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Adjustment

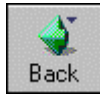
Comment

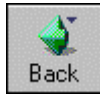
Submit

Please use your Browser Back button to return to the previous screen.

ERROR MESSAGES
If the answer to Do you have any open Capital Fund programs? (CF10000) is "yes" then all fields under sub-indicator 2: Capital Funds are mandatory.
If the PHA has a capital fund program, then CF10300 is mandatory.
The date of the last HUD/Army Corps of Engineers on-site inspection and/or audit related to contract administration including A133 Audit (CF11700), must be later than 01/01/1985 and less than (the PHA FYE minus 75 days).
The date of the last HUD/Army Corps of Engineers on-site inspection and/or audit related to quality of the physical work including A133 Audit (CF12200), must be later than 01/01/1985 and less than (the PHA FYE minus 75 days).

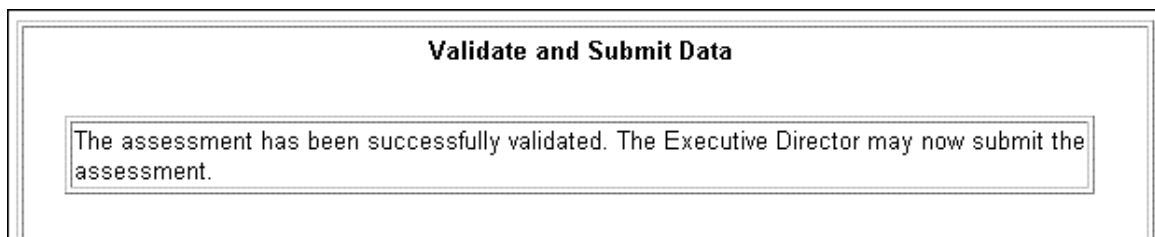
NOTE: It is recommended that you print out the error page before returning to the sub-indicators to make corrections.



2. Click on the browser  button to return to the previous screen, or click on the tab or link for the page where the first error is located.
3. Correct each data element field identified on the error list.
4. When you believe that all of the errors have been corrected and saved, return to the Submit page.
5. Click on the Validate Submission button and repeat the validation process.

If there are still errors, repeat steps 2 through 5.

If no further errors are found, the screen will flash briefly, and the Submit page will re-display with a message at the top of the page confirming that the submission has been successfully validated (See below ▼.)



6. Have the PHA Executive Director certify and send the MASS submission to HUD/REAC, following the instructions below.

Sending a Submission

When all the management data has been entered and validated, the last action required of the PHA is to send—or submit—the completed MASS submission to HUD/REAC. This action must be done by the PHA's Executive Director. In fact, the system restricts the sending of a MASS submission to users who have been assigned the PHA Executive Director role.

Submissions are sent from the Submit page, the same page from which you validated the submission. Notice these changes to the page since your submission was successfully validated:

- the "Validate Submission" button is gone from the top of the page;
- the "Executive Director's Certification Statement" now appears in the middle of the page, containing several empty fields; and
- just underneath the certification statement, there is a "Submit" button.

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Comment
Submit

Validate and Submit Data

The assessment has been successfully validated. The Executive Director may now submit the assessment.

Executive Director's Certification Statement

By submitting electronically, I attest that, as of the submission date, the above indicators, under the Public Housing Assessment System, are true and accurate for the fiscal year indicated. I further attest that, to my present knowledge, there is no evidence to indicate seriously deficient performance that casts doubt on the PHA's capacity to present and protect its public housing developments and operate them in accordance with Federal law and regulations. Appropriate sanctions for intentional false certification will be imposed, including suspension or debasement of the signatories.

I further attest that Board Resolution number approving this certification was passed on (mm/dd/yyyy)

Submit

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Comments or Questions? Please go to [Technical Assistance Center](#)

To send a submission to HUD/REAC:

1. The **Executive Director of the PHA** must first complete the certification statement.
 - In the first field, enter the number for the Board Resolution approving the management certification. Use the data entry procedure for a Standard Numeric field (See p. 18)
 - In the second field, enter the date that that Board Resolution was passed. Follow the MM/DD/YYYY date format (See p. 19).
2. When those fields have been entered, click on the Submit button.

The screen will flash, and the Submit page will re-display with a message confirming that the submission has been sent (See next page).

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Validate and Submit Data

Your assessment has been submitted to REAC.

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Comments or Questions? Please go to [Technical Assistance Center](#)

As second verification that your submission has been sent to HUD/REAC, go to the **PHA Inbox** page and look in the status column of the row in the table that contains the link to your submission. The status should be “review” (See example below ▼). If the status is still “draft” or “validated draft,” the submission has not been sent.

PHA Inbox

[New Submission](#)
[Bottom of page](#)

PHA Code	PHA Name	PHA FYE	Status	Submission type
NY005	New York City Housing Authority	3/31/2000	review	submission

[Top of page](#)

[Technical Assistance Center](#)

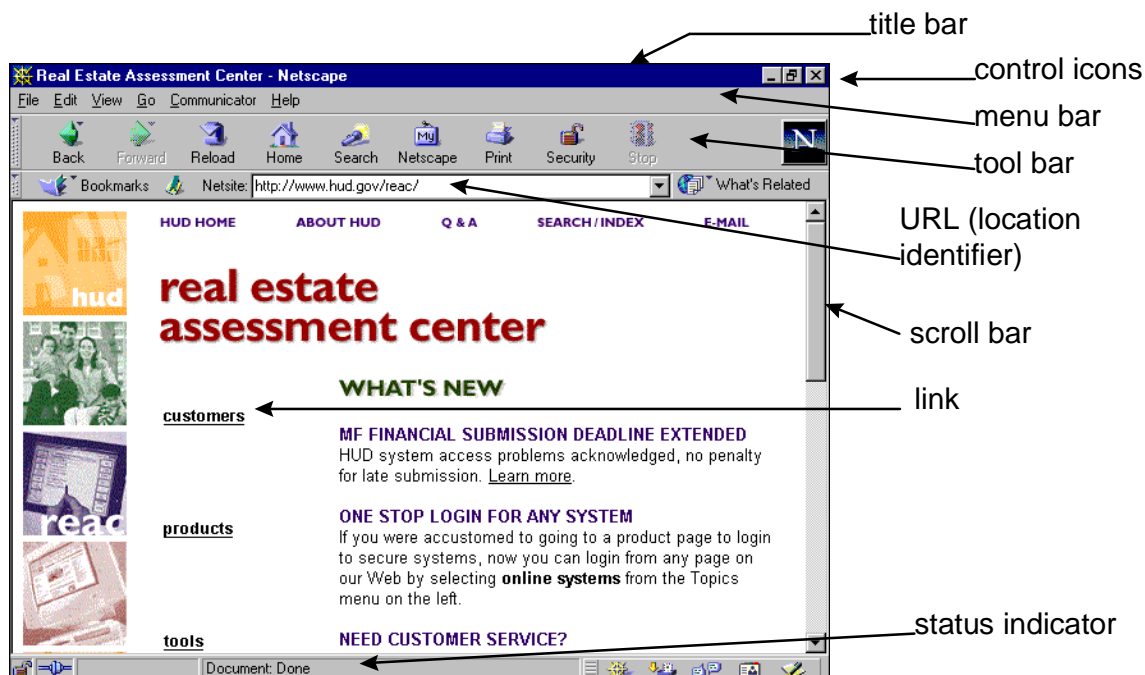
APPENDIX A: BROWSER BASICS

MASS is accessible to PHA users via the Internet. This appendix provides basic instruction on the aspects and functions of an Internet browser.

A browser allows you to access **Web sites**, which are composed of one or more web pages that display individually in the browser window, as in the example below. More than one browser window may be open at a time. A **web page** is a document or application with a unique address or location on the Web (URL). Web pages usually include links to other pages.

Browser Window Features

Below is an example of a typical browser window, with its various parts identified ▼.



Title Bar





The title bar is the bar that appears at the very top of the window, and displays the title of the web page that is currently displayed in the window ▼.



If more than one window is open in the browser, the title bar of the active window is bold, while the title bar(s) of the other open window(s) appear faded.

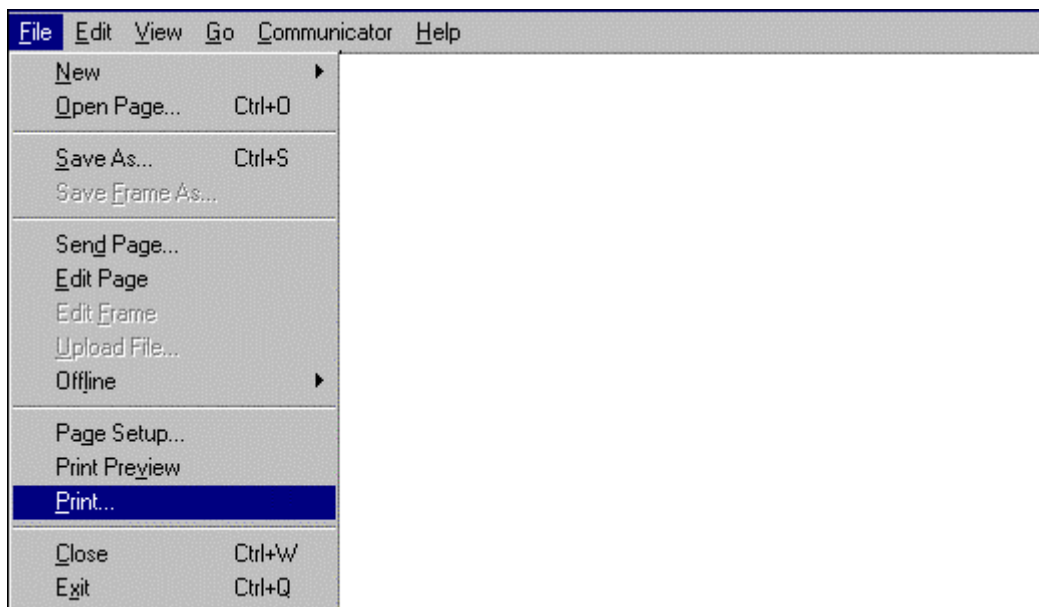
Control Icons

In the right corner of the title bar there are three control icons .

- With a mouse click, the **minimize**  icon reduces or minimizes the window to the bottom of the page. To enlarge the window back to full size, click on the appropriately title box at the bottom of the page.
- The **minimize/maximize**  icon reduces the window to a smaller size, allowing you to view other open windows or the desktop. To enlarge the window back to full size, click on  again.
- To last control icon is the **close**  icon. Clicking on this icon closes the browser application (and the document or application open within the browser) and returns you to the desktop.

Menu Bar

The menu bar provides drop-down menus for browser functions. By placing the cursor over a menu item and clicking on it with a left mouse button, the drop-down menu appears. Highlight the appropriate menu function with the cursor to make a selection.



Available menu functions are text items in bold. Menu functions that are not available appear faded and cannot be activated.

Tool Bar

The tool bar consists of buttons representing browser functions.



Available functions are buttons with bold text and graphics. A tool bar button appears faded if the function is not available.

Location Identifier

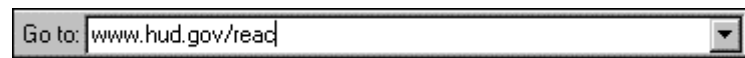
The unique address or location of the Web document or application is called the Uniform Resource Locator (URL). The URL is used to find a particular Web page among all the computers on the Internet, such as the address for the REAC Web site: **www.hud.gov/reac**.

To enter a URL:

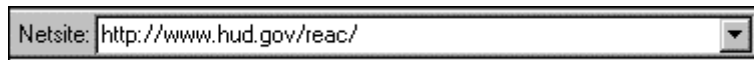
1. With your cursor, highlight the address in the Location or Netsite field.



2. Type in the desired URL (in this case, **www.hud.gov/reac**).



3. Press the "Enter" key. The browser automatically adds the **http://** to the address and connects to the Web page at that address.



NOTE: The field is labeled "Location" for an Internet site. It is labeled "Netsite" for an intranet (internal/within the organization) site.

Links

A link provides a method to move quickly from the current page to another Web page. Links are typically underlined, although they do not have to be. Click on a particular link, and it moves you to that particular page. Once the link is accessed, it typically changes color to indicate that you have accessed it once before.

Some examples of links:



Scroll Bars




Scroll bars appear whenever there is more information to display on the screen or in the dialog box or list box than can be seen within the window. There are horizontal and vertical scroll bars. Clicking on an arrow on a horizontal scroll bar causes the display to move left or right, while clicking on an arrow on a vertical scroll bar causes the display to move up or down. This way, all the additional information on a page can be seen. Below is an example of a horizontal scroll bar ▼.

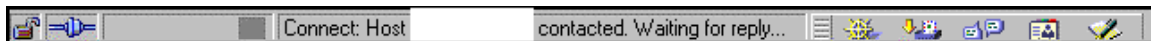


Status



The Netscape browser—which is used in these examples—indicates the status of the action being performed.

If the browser is performing an action (for example, searching a database for information):

- the Netscape logo in the upper right corner of the window  appears to have comets flying across it.
- the Stop sign on the tool bar  is bold and red, and
- the status indicator bar at the bottom of the window (near the lock icon ) describes the status (See example below ▼).



When the browser has completed an action:

- the logo returns to its static state ,
- the Stop tool appears faded , and
- the status indicator bar reads “Document: Done,” as in the example below ▼.

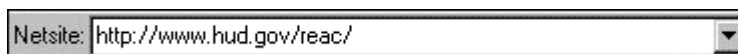


NOTE: The lock icon indicates whether the Web page is secure or not. Some Web pages can be secured or blocked from other Internet users if the page contains sensitive information, such as financial or housing information. If the lock is closed, the page is secure. If the lock is open, it is not a secure Web page.

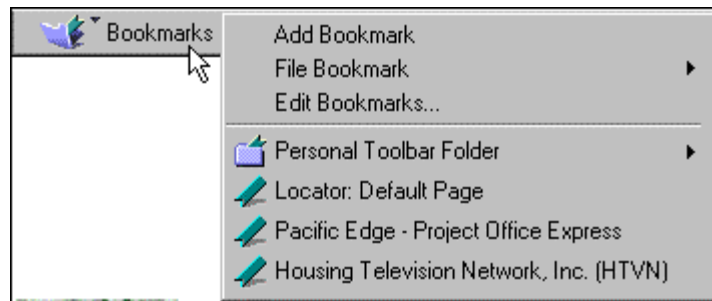
Bookmarking a Web Page

The Bookmarks function is a browser tool that provides the user with quick access to a Web page. Once a Web page's title and location is marked as a bookmark in the browser, the user does not have to remember and type in the URL or go through a series of links to access that page.

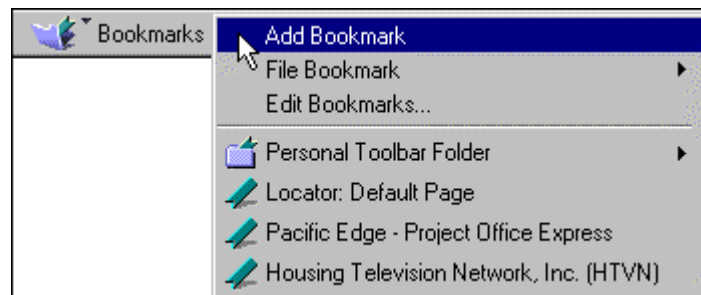
To bookmark the currently displayed Web page (for example):



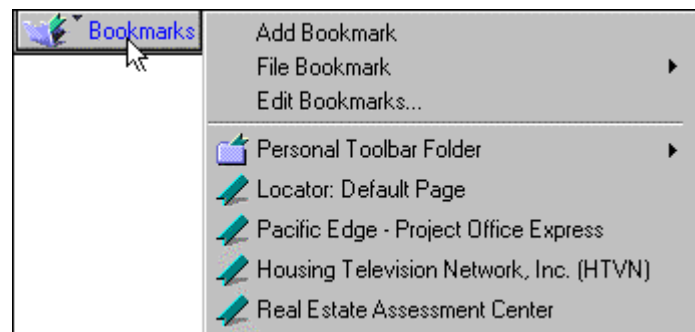
- Click on Bookmarks to the left of the *Location* field for the drop-down options (See example on next page).



2. Click on the Add Bookmark option to mark the page.



3. The Web page location is added.



All bookmarks appear in list form under the Bookmarks option. Clicking on a bookmark in that list takes you directly to that page.

APPENDIX B: TABLE OF MASS SUB-INDICATORS

Below is a table listing the MASS Sub-Indicators, their components, the number of data elements each contain and their score values:

Sub-Indicator Number and Name	Component Number and Name	Total Data Elements	Score Value
1 - Vacant Unit Turnaround Time		8	4.0
2 - Capital Fund	1 - Unexpended Funds Over Three Federal Fiscal Years (FFYs) Old	7	1.0
	2 - Timeliness of Fund Obligation	5	1.5
	3 - Adequacy of Contract Administration	4	1.0
	4 - Quality of Physical Work	4	2.0
	5 - Budget Controls	4	0.5
3 - Work Orders	1 - Emergency Work Orders	3	2.0
	2 - Non-Emergency Work Orders	4	2.0
4 - Annual Inspection of Dwelling Units and Systems	1 - Annual Inspection of Dwelling Units	9	2.0
	2 - Annual Inspection of Systems Including Common Areas and Non-Dwelling Space	9	2.0
5 - Security	1 - Tracking and Reporting Crime-Related Problems	5	1.0
	2 - Screening of Applicants	4	1.0
	3 - Lease Enforcement	4	1.0
	4 - Drug Prevention, Crime Reduction and/or Economic Sufficiency Program Goals	5	1.0
6 - Economic Self Sufficiency		5	1.0

APPENDIX C: TABLE OF AUTOMATICALLY CALCULATED DATA ELEMENT FIELDS

Below is a table of the data element fields in MASS that are automatically calculated.

Sub-Indicator	Data Element	Description
1	V13100	Average Unit Turnaround Days
2	CF10500	Adjusted total expended funds
2	CF11500	Adjusted total unobligated funds
3	W10200	Percentage of emergency work orders completed/abated within 24 hours
3	R10400	Percentage of rents uncollected
4		
4	W10700	Average number of days PHA has reduced the time it takes to complete non-emergency work orders over the past three years
4	W10800	Average completion days
5	A10700	Adjusted units available
5	A10800	Percent of units inspected by PHA
5	A10900	Percent meeting Uniform Physical Condition Standards
5	A11800	Percentage of contiguous sites (adjoining with no natural boundaries) inspected
5	A11900	Percentage of buildings inspected
6	S11700	Percentage of goals that the PHA can document it met under implementation plan(s) for any and all of these programs

APPENDIX D: REGISTERING FOR A USER ID

Because the Management Assessment Subsystem (MASS) is a secure, Web-based system that contains sensitive financial and housing information, security registration for a HUD user ID is required.

An Internet user can access MASS only after registering for a user ID, being assigned system rights, and receiving a user ID. Further restrictions apply regarding system access for PHAs. A user must be assigned to a PHA before the system will allow data entry and submission.

There are two types of Internet users: Coordinators and Users. The Coordinator serves as the PHA's representative to perform system administration functions, such as controlling system access. The User reviews and submits data to HUD.

The Coordinator controls which Users have access to prepare, review, or submit data on behalf of the PHA. A Coordinator is also responsible for forwarding all information to the PHA's Executive Director that is received electronically from HUD.

A User also registers to do business on behalf of the PHA. The User, however, has no control of system access. A User depends on the Coordinator for the necessary access to prepare, review, or submit data.

NOTE: In this guide, the term "user" is a generic term for individuals following the instructions for using MASS.

COORDINATOR AND USER REGISTRATION

All Coordinators and Users must submit a completed registration application to HUD to obtain a user ID for Internet access to any of HUD's secure systems (e.g., MASS). Required registration information includes name and social security number, the PHA's name and HUD-issued PHA Code, email address, desired password, and mother's maiden name. The registration form is available on line from the **Real Estate Assessment Center (REAC)** Web site.

Coordinator

Each PHA must designate a Coordinator, typically an employee, to act as their representative in providing Users with access to HUD's secure systems. The Coordinator is then responsible for retrieving a User's ID, establishing the User's role in the system, and assigning the User to the PHA for submission purposes.

NOTE: There can be no more than two Coordinators per PHA. It is recommended that each Executive Director designate two Coordinators to ensure backup for system administration needs.

A Coordinator can also serve as a User for the PHA. Therefore, if an individual will represent the Executive Director in controlling system access through system

administration (Coordinator) as well as entering and/or submitting data to HUD (User), the individual should register as a Coordinator.

User

A MASS User can be an employee of the PHA or a third party, such as a management agent, authorized by the PHA to submit data on their behalf.

If registered as a User, you cannot perform system administration tasks in the system. Only the Coordinator can perform these system access control functions.

Real Estate Assessment Center Web Site

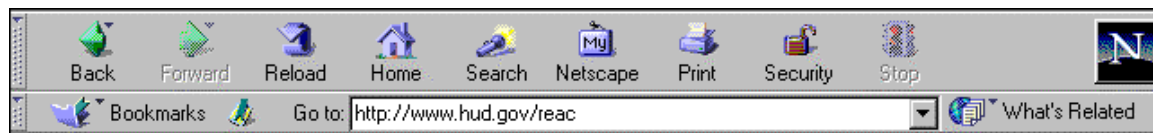
To register for a HUD user ID and to access MASS, Coordinators and Users must go to the REAC Web site. In addition to links for secure system access (such as to MASS), this site presents links to the latest online documentation for using MASS, links to HUD pages, and other pertinent information.

To register for a HUD user ID:

1. From your desktop, double-click on the Internet browser icon. The Internet main page displays (The Yahoo!® main page is shown below as an example ▼).



2. Click the cursor in the *Location* field under the toolbar and enter the URL address for the REAC Web site: **www.hud.gov/reac**.



3. Press the “Enter” key. The home page of the REAC Web site displays. Use the scroll bar to view the entire page ▼.

HUD HOME ABOUT HUD Q & A SEARCH / INDEX E-MAIL

real estate assessment center

WHAT'S NEW

customers

MF FINANCIAL SUBMISSION DEADLINE EXTENDED
HUD system access problems acknowledged, no penalty for late submission. [Learn more.](#)

products

ONE STOP LOGIN FOR ANY SYSTEM
If you were accustomed to going to a product page to login to secure systems, now you can login from any page on our Web by selecting **online systems** from the Topics menu on the left.

tools

NEED CUSTOMER SERVICE?
REAC has renamed its Customer Service Center, the Technical Assistance Center (TAC). In addition to responding to calls, letters and email, the TAC will provide ongoing guidance on the Technical Support Page which is located by selecting **tools** from the Topics menu on the left.

online systems

contact us

about reac

HIGHLIGHTS

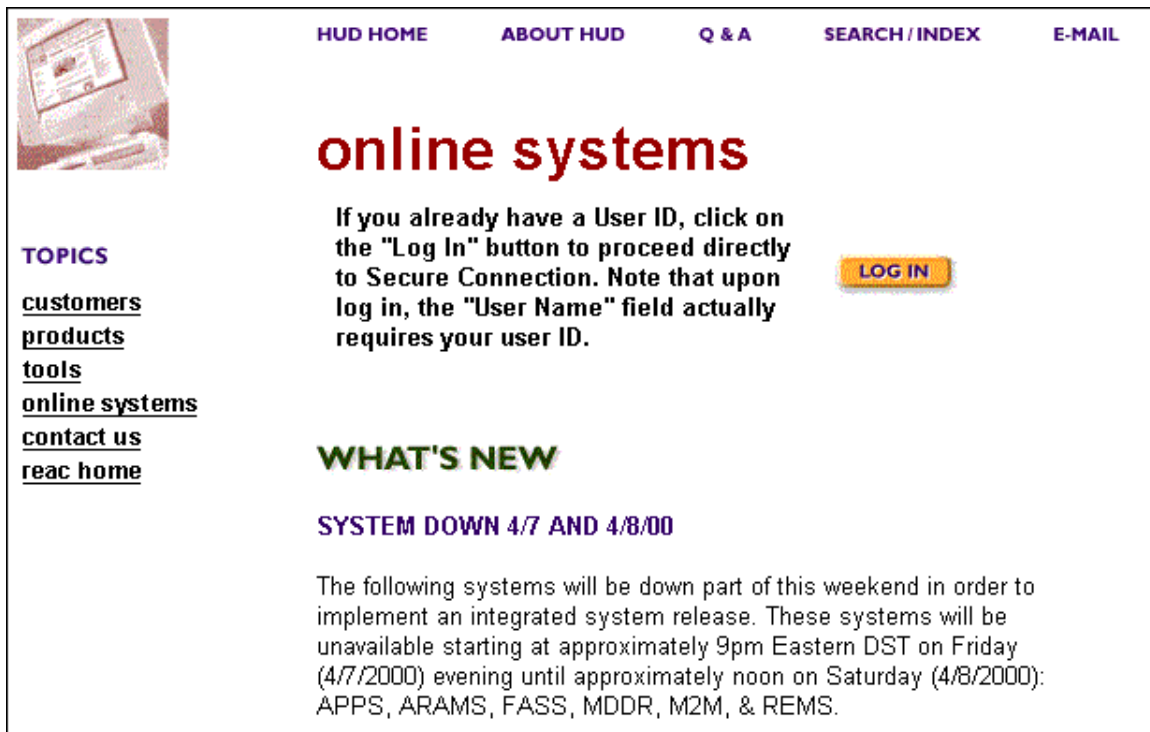
WEB CONVERSION COMPLETE
Learn more about our new Web format by selecting [Web Features](#).

THE MANAGEMENT ASSESSMENT SUBSYSTEM (MASS) RELEASE 3.0
The Management Assessment Subsystem (MASS) Release 3.0 will be available online April 17, 2000. This release will permit Public Housing Agencies beginning with the Fiscal Year end date of March 31, 2000, to submit their management certifications.

NOTE: All PHAs with Fiscal Year end date of March 31, 2000 — **DO NOT** enter certifications prior to the 3.0 release on April 17.

NOTE: The contents of the home page is updated on a regular basis, therefore its appearance will vary.

4. Click on the [online systems](#) link. The **online systems** page displays ▼.



The screenshot shows the HUD online systems page. At the top, there is a navigation bar with links: HUD HOME, ABOUT HUD, Q & A, SEARCH / INDEX, and E-MAIL. On the left side, there is a sidebar with a 'TOPICS' section containing links: customers, products, tools, online systems (which is highlighted), contact us, and reac home. The main content area features a large heading 'online systems' in red. Below this heading, there is a text block stating: 'If you already have a User ID, click on the "Log In" button to proceed directly to Secure Connection. Note that upon log in, the "User Name" field actually requires your user ID.' To the right of this text is a yellow 'LOG IN' button. Below the text block, there is a section titled 'WHAT'S NEW' in green, followed by a sub-heading 'SYSTEM DOWN 4/7 AND 4/8/00' in purple. The text below this sub-heading states: 'The following systems will be down part of this weekend in order to implement an integrated system release. These systems will be unavailable starting at approximately 9pm Eastern DST on Friday (4/7/2000) evening until approximately noon on Saturday (4/8/2000): APPS, ARAMS, FASS, MDDR, M2M, & REMS.'

5. Scroll down the page and read the **Registration Instructions**.
6. At the very bottom of the page, under the heading "Select a Registration Form," click on the link for [Public Housing Agency](#). The **PHA User Registration** form displays (See next page).

PHA User Registration

To apply for a **User ID**, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the Executive Director of your Housing Authority. The password will not be disclosed, so make sure you remember it!!!

And remember:

***Warning!** Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.*

Application Type: **Coordinator** ☐ **User** ☒

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Social Security Number:	<input type="text"/> - <input type="text"/> - <input type="text"/>

Organization Information

- Provide the name of the Public Housing Authority you represent
- Provide the Number of the Public Housing Authority you represent

Organization Name:	<input type="text"/>
Organization ID:	<input type="text"/>

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdh84a@prodigy.com.**

E-mail Address:	<input type="text"/>
-----------------	----------------------

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, brad33). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Password:	<input type="password"/>
Re-enter Password for Verification:	<input type="password"/>

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.



Mother's Maiden Name:	<input type="text"/>
-----------------------	----------------------

Send Application

Clear Fields

7. HUD requires users to provide their full names and complete the entire registration application form. Use the “Tab” key to move forward from field to field. The chart below provides instruction on each field ▼.

FIELD NAME	EXPLANATION
Application Type	Click on either the <i>Coordinator</i> or <i>User</i> radio button.
First Name	Tab and enter your first name.
Middle Initial	Tab and enter your middle initial. Do not type a period after the initial.
Last Name	Tab and enter your last name.
Social Security Number	Enter your social security number. Enter the first three digits, tab, enter the next two digits, and tab to enter the last four digits.
Organization Name	Tab and enter the name of the PHA.
Organization ID	Tab and enter the PHA code designated by HUD.
Email Address	Tab and enter your email address. Because this is a Web-based system, the complete email address must be entered for communication purposes. If the email address is incorrect, REAC cannot contact you.
Password	Tab and enter a password of six characters, numbers and/or letters. For Internet access to MASS, the password must be typed exactly as entered on this registration application. Remember, your password is case-sensitive (uppercase/lowercase). Tab once and re-enter the password to confirm it.
Mother’s Maiden Name	Tab and enter your mother’s maiden name. This field must be completed for verification purposes.

7. Check to ensure that the information in each field is correct.
- **To correct a single entry**, double-click in the field and enter the correct information.
 - **To start over**, click on the Clear Fields button  and re-enter the information.
8. Click on the Send Application button  to send the registration application form to HUD/REAC. If the application is entered correctly and completely, a confirmation page displays (See next page).

PHA Coordinator Registration

PHA COORDINATOR REGISTRATION CONFIRMATION:

<i>First Name:</i>	JOHN
<i>Middle Initial:</i>	T
<i>Last Name:</i>	SMITH
<i>Social Security Number:</i>	123-45-4444
<i>Organization Name:</i>	COLUMBUS METRO HA
<i>Organization ID:</i>	OH001
<i>E-mail Address:</i>	jsmith@pha.gov
<i>Mothers Maiden Name:</i>	JONES

You are registering as a **PHA Participant Coordinator** for the **PHA COLUMBUS METROPOLITAN HOUSING AUTHORITY - OH001**.


Please confirm the following address for **COLUMBUS METROPOLITAN HOUSING AUTHORITY**:


**960 EAST FIFTH AVE.
COLUMBUS OH 43201**

Your requested Coordinator ID or activation code number will be mailed to the above address associated with the property owner, PHA or other HUD program participant you seek to represent as a coordinator. You will need to obtain your ID/code number from the program participant's CEO or Executive Director at this address. If you do not recognize this as a current, complete or correct address associated with the HUD program participant you seek to represent, please cancel this application and have the program participant contact the appropriate HUD field office representative to obtain a clarification or correction of the address. If you do not know the HUD field office contact for this program participant, communicate your address concern to the REAC Customer Service Center, via the below e-mail click box at **REAC_CSC**. Please provide your name and daytime phone number.


Comments or Questions [<REAC_CSC@hud.gov>](mailto:REAC_CSC@hud.gov)

NOTE: If the application is missing any information, a message displays identifying the missing information. Click on the large “back

arrow” button  to return to the registration application form page. Correct or complete the missing information and send the application.

- Review all the information for accuracy, especially the application type, PHA information, and mailing address. If the information is not accurate, click the “Cancel Application” button .

NOTE: If the mailing address is not correct, you must contact your local HUD field office to have it corrected. **The mailing address must be correct before you can register, or you will not receive your user ID.**

11. If the information is accurate, click on the  button to submit the application to HUD. A message displays acknowledging acceptance of the registration application for further processing ▼.

PHA Coordinator Registration

 **Message: STANDARD USER REGISTRATION ACCEPTED FOR FURTHER PROCESSING**

<i>First Name:</i>	JOHN
<i>Middle Initial:</i>	T
<i>Last Name:</i>	SMITH
<i>Social Security Number:</i>	123-45-4444
<i>Organization Name:</i>	COLUMBUS METRO HA
<i>Organization ID:</i>	OH001
<i>E-mail Address:</i>	jsmith@pha.gov
<i>Mothers Maiden Name:</i>	JONES

[\[Home\]](#)[\[Previous\]](#)

Comments or Questions [<REAC_CSC@hud.gov>](mailto:REAC_CSC@hud.gov)

After Registration

Coordinator and User registration applications are processed nightly. The PHA information is verified and a HUD user ID is generated.

- **For Coordinators**, HUD sends the PHA Executive Director a letter, confirming you as the PHA's Coordinator and providing your HUD user ID. The PHA Executive Director should receive the letter from HUD within 2 weeks. You are authorized as a Coordinator when you receive your HUD user ID from the PHA Executive Director.
- **For Users**, the User must notify you, the Coordinator, that they have registered for a HUD user ID. Twenty-four hours after the User's registration, you can retrieve the User's ID and assign necessary system access role(s) and PHA(s) to the User. A User is authorized when they receive their HUD user ID from the Coordinator.

APPENDIX E: SYSTEM ADMINISTRATION

NOTE: The instructions in this appendix are meant for Coordinators **ONLY**.

As the Coordinator you perform system administration functions to provide a User with system access to HUD's secure systems and to assign the User rights to their PHA's data. First, you must establish yourself as a Coordinator in the system. Once established as a Coordinator in the system, you can then retrieve user IDs for registered Users of the PHA(s) you represent. You can assign rights to Users to submit data for your PHA(s).

SECURE SYSTEMS



Secure Systems
HUDweb

Systems

- [Tenant Rental Assistance Certification System \(TRACS\)](#)
- [Financial Assessment Subsystem \(FASS\)](#)
- [Real Estate Management System \(REMS\)](#)
- [Portfolio Re-engineering \(PRe\)](#)
- [Mark-to-Market \(M2M\)](#)
- [Active Partners Performance System \(APPS\)](#)
- [Financial Assessment Submission - PHA \(FASPHA\)](#)
- [Public Housing Assessment System: Scores and Status \(NASS\)](#)

System Administration - [Guide](#)

- [System Maintenance](#)
- [User ID Maintenance](#)
- [Business Partners Maintenance](#)
- [PHA Assignment Maintenance](#)
- [Password Change](#)

The **Secure Systems** main page (above ▲) contains two sections: *Systems* and *System Administration*. The *Systems* section provides underlined links to HUD's secure systems. The list of underlined system links varies based on your access rights. The *Systems Administration* section allows you to control system access and update User information (e.g., email address).

NOTE: In this guide, "user" is a generic term including both Users and Coordinators.

ESTABLISHING A COORDINATOR

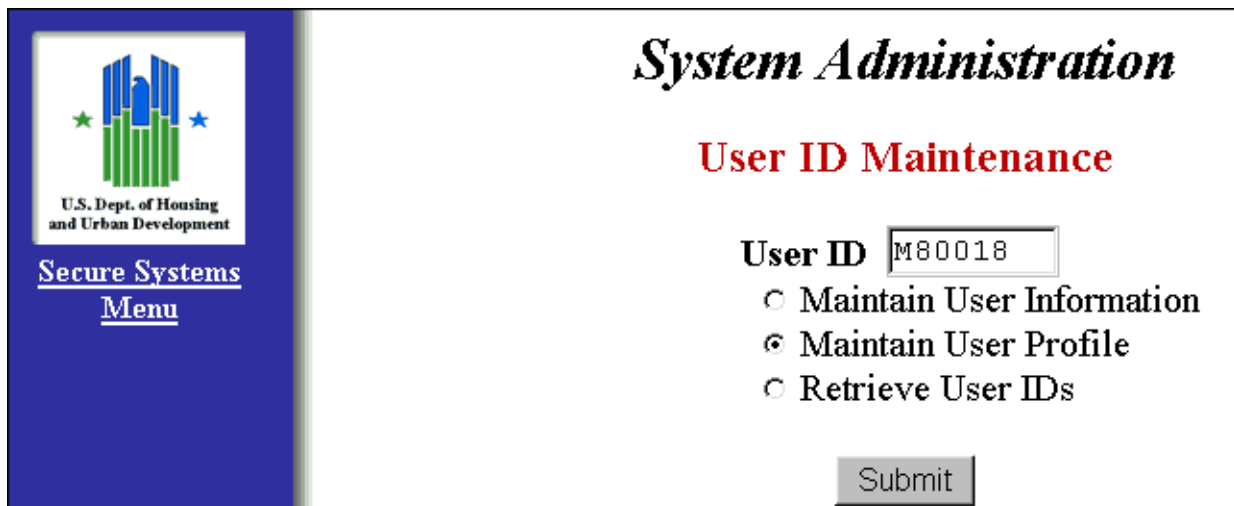
The first step in establishing yourself as a Coordinator begins when you receive your HUD user ID from the PHA Executive Director. You can use your HUD user ID and the password submitted in your registration application to log in and set up system rights.

User ID Maintenance

After you log in and reach the **Secure Systems** page, you should perform system administration functions in the following order for the system to recognize you as a Coordinator for MASS.

To establish yourself as a Coordinator in the system:

1. On the **Secure Systems** main page, under the *System Administration* section, click on the User ID Maintenance link. The **User ID Maintenance** page displays ▼.

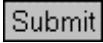


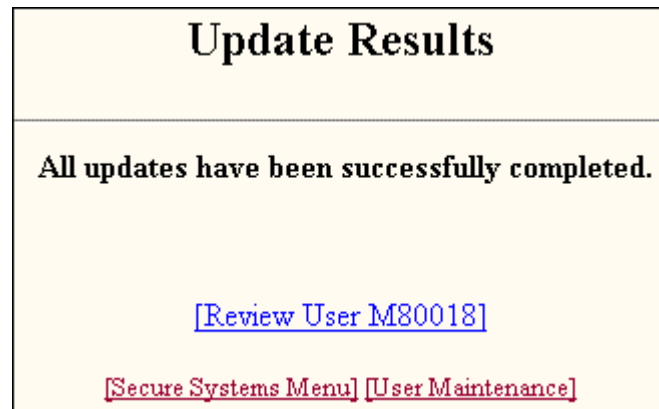
The screenshot shows the 'System Administration' section of the 'Secure Systems Menu'. The 'User ID Maintenance' link is highlighted in red. Below it, there is a 'User ID' field containing 'M80018'. Three radio buttons are listed: 'Maintain User Information', 'Maintain User Profile' (which is selected), and 'Retrieve User IDs'. A 'Submit' button is located at the bottom right of the form.

2. Enter your user ID in the *User ID* field. Remember to capitalize the letter in your ID.
3. Click on the *Maintain User Profile* radio button.
4. Click on the "Submit" button . The **Maintain User Profile** page displays.

NOTE: This Profile page pertains to Coordinators only.

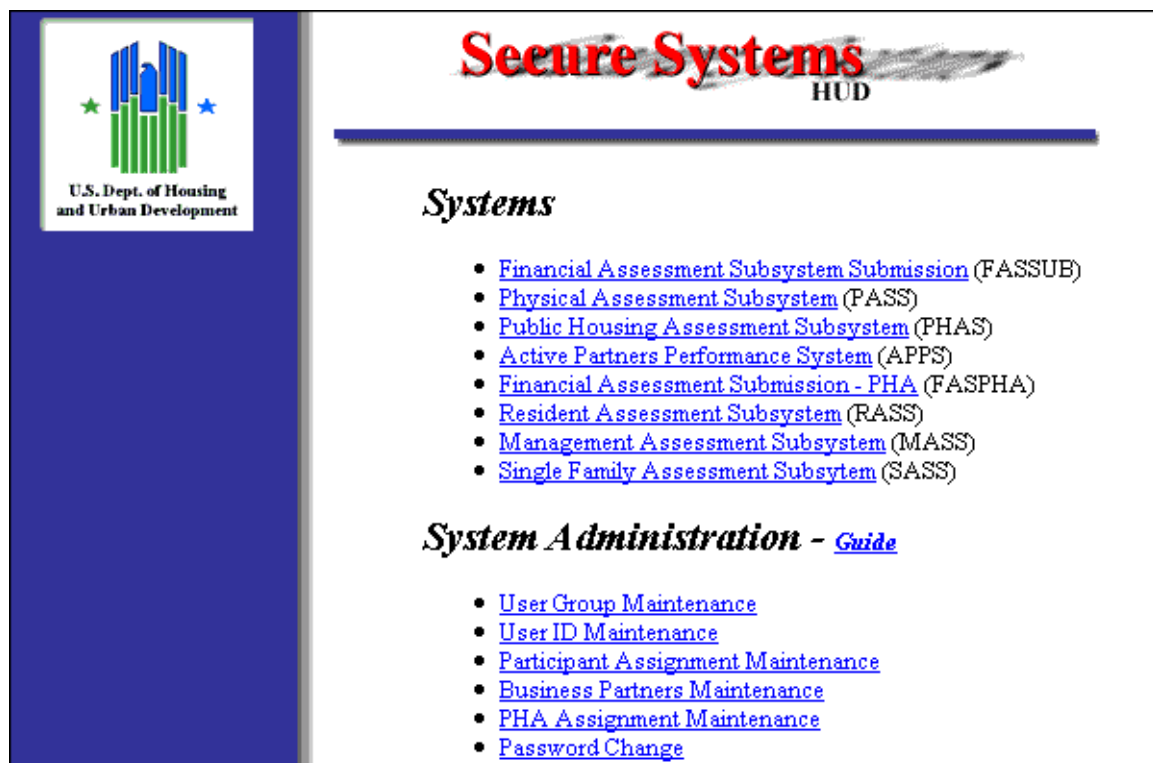
5. Click in the checkbox to the left of *MASS* to indicate the system desired.
6. Click in the *Add* checkbox to the left of *Action(s)* to provide yourself the Coordinator action in the system.
7. Click on "Coordinator" from the list to highlight it. Use the scroll bar, if necessary.

8. Click on the "Submit" button . An **Update Results** page displays, confirming the information has been updated.



NOTE: To remove the Coordinator action for a system(s), click on the Review User link. The **Maintain User Profile** page displays again. "Coordinator" is now also listed in the Remove column, indicating that the Coordinator is established for MASS. To delete the Coordinator action for MASS, click on the Remove checkbox in the last column, highlight "Coordinator," and click on the Submit button. The **Update Results** page displays again, confirming removal of the Coordinator action for MASS.

9. Click on the Secure Systems Menu link. The **Secure Systems** page displays.



Providing Your Users with System Access

After a User has registered with HUD and notified you (the Coordinator) of their registration, you can retrieve the User's ID from the system. You can also assign the User access rights to MASS and to the PHA's data. Finally, you provide the User with their user ID.

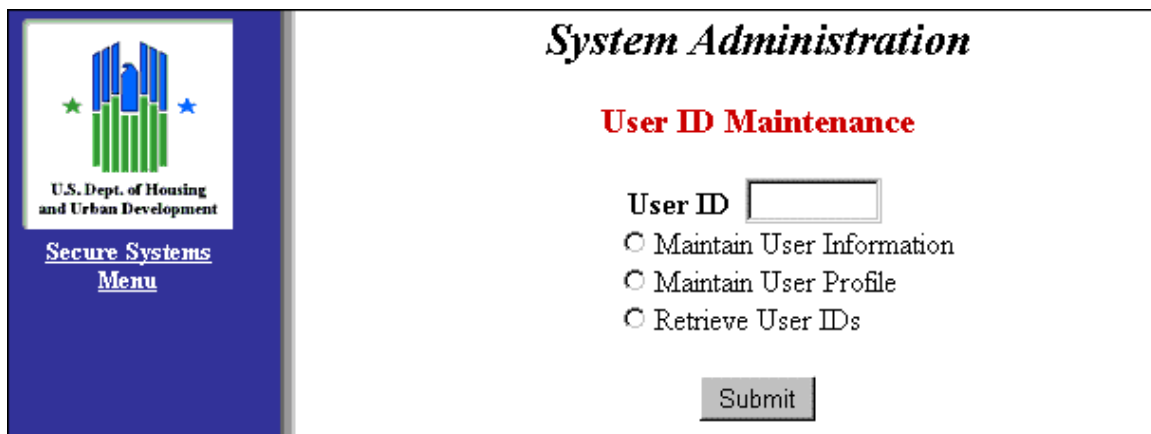
NOTE: Registration applications are processed nightly, so allow at least 24 hours between User registration and Coordinator retrieval of the user ID.

Retrieve the User's ID

As the PHA's Coordinator, you are responsible for controlling access to the system and the PHA's project data. You should verify a User is authorized to do business for the PHA prior to allowing the User access to MASS and the PHA's data. The first step in assigning the User system rights is to retrieve the User's ID.


To retrieve a user ID:

1. On the **Secure Systems** main page, under the *System Administration* heading, click on the User ID Maintenance link. The **User ID Maintenance** page displays ▼.



The screenshot shows the 'System Administration' section of the 'Secure Systems' interface. On the left is a blue sidebar with the U.S. Dept. of Housing and Urban Development logo and a 'Secure Systems Menu' link. The main content area has a white background with the title 'System Administration' in a large, italicized font. Below it, 'User ID Maintenance' is written in red. There is a text input field for 'User ID'. Below the field are three radio buttons: 'Maintain User Information', 'Maintain User Profile', and 'Retrieve User IDs'. The 'Retrieve User IDs' radio button is selected. At the bottom right of the form is a 'Submit' button.

2. Click on the *Retrieve User IDs* radio button. ☒ Retrieve User IDs
3. Click on the "Submit" button . The **Retrieve User IDs** page displays (See next page).



Secure Systems
[Menu](#)

User Maintenance

Retrieve User IDs

Selection Criteria (optional)

Last Name

First Name

Date Range* From / /

To / /

*Date range applies to the date on which the user ID was created or last updated.

4. Enter the User's *Last Name* (example: *Mathias*). Press the tab key.
5. Enter the User's *First Name* (example: *Peter*).

NOTE: If entering a date range, use the 2-digit month, 2-digit day, and 4-digit year format. Tab from one field to the next field. The date fields can be used, for example, if you have several Users that registered in the same week and you want to retrieve all of their user IDs simultaneously.

6. Click on the "Submit" button . The **User List** page for the PHA displays, including the PHA's tax ID, the participant ID, and a list of all Users for the PHA for the specified date range. **Refer to the User ID column.**

User List				
ID	Last Name	First Name	User ID	Stat
411295075	MATHIAS	PETER	M44795	A

Coordinators are listed in bold.

[\[Main Menu\]](#)
[\[User Group Maintenance\]](#)
[\[User Maintenance\]](#)
[\[Retrieve User IDs\]](#)

- Click on the underlined [User Maintenance](#) link to continue setting up a User. The **User ID Maintenance** page displays. (Otherwise, click on the underlined [Main Menu](#) link to return to the **Secure Systems** main page.)

Assign a Role to the User

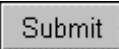
Next, you must assign an access role to the User, allowing the User to perform the appropriate function in the system. Each role allows a user to perform specific functions for a subsystem such as MASS. The two MASS roles are described in the chart below ▼.

MASS User Role	Description
PHA Executive Director (PHD)	This role is for the PHA Executive Director. The user can create and save draft submission data and submit final data to HUD/REAC. <u>ONLY</u> the Executive Director may submit MASS data.
PHA User (PHU)	This role allows the user to create and save draft submission data. For PHA MASS users other than Executive Directors.

To assign an access role to a User:

- On the **User ID Maintenance** page, enter the User's ID in the *User ID* field. (If starting from the **Secure Systems** main page, first click on the underlined [User ID Maintenance](#) link to access the **User ID Maintenance** page.)

The screenshot shows the 'User ID Maintenance' page. On the left is a blue sidebar with the U.S. Dept. of Housing and Urban Development logo and the text 'Secure Systems Menu'. The main content area has a title 'System Administration' and 'User ID Maintenance' in red. Below this is a 'User ID' field containing 'M44795'. There are three radio buttons: 'Maintain User Information' (which is selected), 'Maintain User Profile', and 'Retrieve User IDs'. At the bottom right is a 'Submit' button.

- Click on the *Maintain User Information* radio button (as in the example above ▲).
- Click on the "Submit" button . The **Maintain User Information** page displays (See next page).

Maintain User Information

User ID: M44795

First Name:

Middle Initial:

Last Name:

e-Mail Address:

Organization	User Status	User Type	Coordinator
ID: 14908	<input checked="" type="radio"/> Active	Business Partner	<input type="radio"/> Yes
TIN: 411295075	<input type="radio"/> Terminated		<input checked="" type="radio"/> No

☐ **Assign Role(s)**

APPS - APPS Update
 FASPHA - FASS PHA Submitter
 FASPHA - HUD Guest User
 FASPHA - PHA Analyst
 FASPHA - PHA Director
 MASS - MASS - PHA Director
 MASS - MASS - PHA User
 RASS - PHA Certifier
 RASS - PHA Submitter
 RASS - REAC RASS Third Party Contractors

☐ **Delete Roles(s)**

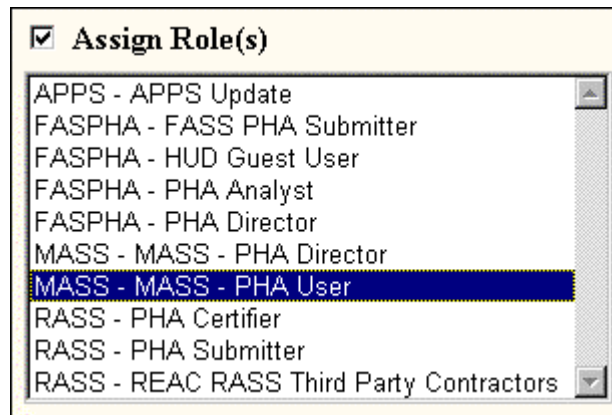
[\[Main Menu\]](#)
[\[User Group Maintenance\]](#)
[\[User Maintenance\]](#)

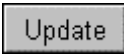
- NOTE:** The user ID is confirmed at the top of the page. The majority of the fields presented on the page, however, come from registration information, including name, e-mail address, and PHA organization name and code. The default status is “Active,” which is appropriate for a new or current user. “Terminated” inactivates the user ID, restricting access to HUD’s secure systems. For example, if a User will be on extended leave, their user ID should be terminated until their return.

4. To assign a role, click on the checkbox next to *Assign Role(s)*.

☒ **Assign Role(s)**

5. Click on the appropriate role to select it from the list. (To select multiple roles, hold down the Ctrl key and click on the roles).



6. Click on the "Update" button . The **Update Results** page displays, confirming the role update was successful ▼.



NOTE: To review the current role, click on the Review User link. The **Maintain User Information** page displays again. The role now displays in the right column under Delete Role(s) to allow you to delete the currently assigned role if necessary. When deleting a role, remember to first check the checkbox next to Delete Role(s) and highlight the role before clicking on the Submit button.

7. Click on the underlined Secure Systems Menu link to return to the **Secure Systems** page.

Assign the User to the PHA

In addition to a system role, the User must also be assigned to the PHA. As the Coordinator, you can only assign Users to the PHA(s) you represent.

To assign a PHA to a User:

1. On the **Secure Systems** main page, under the *System Administration* heading, click on the PHA Assignment Maintenance link. The **PHA Assignment Maintenance** page displays ▼.

System Administration

PHA Assignment Maintenance

User

☒ Assign PHA ☐ View or Unassign PHA

For Assignment, provide one of the following, or leave blank for all:

PHA ID

or State

If selected criterion is State, sort the results by:

☐ PHA ID ☒ Name

2. Enter the User's ID in the *User* field.
3. Click on the *Assign PHA* radio button. ☒ Assign PHA
4. Enter the PHA code in the *PHA ID* field or click on the right drop-down arrow to select a state in the *State* field. Click on a state from the list to select it. If selecting by state, sort the criteria by clicking on either the *PHA ID* or *Name* radio button.
5. Click on the "View Selection" button . The **Assign PHA for User** page displays ▼.

Assign PHA For User M44795

Roles	PHAs
MASS - PHA User (PHU) ▼	OH001 COLUMBUS METROPOLITAN HOUSING AUTHORITY ▼

[\[Main Menu\]](#) [\[User Group Maintenance\]](#) [\[User Maintenance\]](#) [\[PHA Maintenance\]](#)

6. Select the appropriate User Role from the list by clicking on the selection to highlight it.

Roles	
MASS - PHA User (PHU)	▼

7. If the User is assigned to more than one PHA, select the appropriate PHA from the list by clicking on the selection to highlight it. Hold the Ctrl key down and click to select multiple PHAs.


8. Click on the "Update" button . The **Updates Results** page displays ▼.

Update Results
All updates have been completed successfully.
[Secure Systems Menu] [PHA Maintenance]

9. Click on the [PHA Maintenance](#) link to return to the **PHA Assignment Maintenance** page and review your selections. (Otherwise, click on the underlined [Main Menu](#) link to return to the **Secure Systems** main page.)

To review a User's current PHA assignment:

1. On the **PHA Assignment Maintenance** page, enter the User's user ID in the *User* field.

 <p>U.S. Dept. of Housing and Urban Development</p> <p>Secure Systems Menu</p>	<h2>System Administration</h2> <h3>PHA Assignment Maintenance</h3>	
	User	<input type="text" value="M44795"/>
	<input type="radio"/> Assign PHA <input checked="" type="radio"/> View or Unassign PHA	
	<p>For Assignment, provide one of the following, or leave blank for all:</p>	
	PHA ID	<input type="text"/>
	or State	<input type="text"/>
	<p>If selected criterion is State, sort the results by:</p> <input type="radio"/> PHA ID <input checked="" type="radio"/> Name	
	<input type="button" value="View Selection"/>	

(If starting from the **Secure Systems** main page, first click on the underlined **PHA Assignment Maintenance** link to access the **PHA Assignment Maintenance** page.)

- Click on the View or Unassign PHA radio button. ☒ **View or Unassign PHA**
- Click on the "View Selection" button . The **Unassign PHA** page displays, listing the PHAs to which the User is currently assigned ▼.

Unassign PHA For User M44795


PHA ID	PHA Name	Role Code
<input type="checkbox"/> OH001	COLUMBUS METROPOLITAN HOUSING AUTHORITY	PHU

[\[Main Menu\]](#) [\[User Group Maintenance\]](#) [\[User Maintenance\]](#) [\[PHA Maintenance\]](#)

- Click on the PHA Maintenance link to assign additional PHAs; or click the User Maintenance link to assign roles or update User information; or the Main Menu link to return to the **Secure Systems** page.

To delete a User's rights to a PHA:

- On the **PHA Assignment Maintenance** page, enter the User's ID in the *User* field ▼.



**Secure Systems
Menu**

System Administration

PHA Assignment Maintenance

User

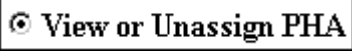
☐ Assign PHA
☒ **View or Unassign PHA**

For Assignment, provide one of the following, or leave blank for all:

PHA ID
or State ▼

If selected criterion is State, sort the results by:

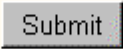
☐ PHA ID
☒ **Name**

2. Click on the *View or Unassign PHA* radio button. 

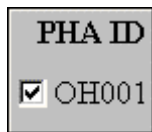
3. Click on the “View Selection” button . The **Unassign PHA** page displays, listing the PHA(s) currently assigned to the User ▼.

Unassign PHA For User M44795

PHA ID	PHA Name	Role Code
<input type="checkbox"/> OH001	COLUMBUS METROPOLITAN HOUSING AUTHORITY	PHU



[\[Main Menu\]](#) [\[User Group Maintenance\]](#) [\[User Maintenance\]](#) [\[PHA Maintenance\]](#)


4. Click on the checkbox to select the PHA to unassign.  The User will no longer have access to that PHA’s data.

5. Click on the “Submit” button . The **Update Results** page displays.

Update Results

1 unassign has completed successfully.

[\[Secure Systems Menu\]](#) [\[PHA Maintenance\]](#)

6. Click on the Secure Systems Menu link to return to the Secure Systems page, or click on the close control icon  to exit the system.

Provide the User with their User ID

After retrieving the User’s ID, assigning the User the appropriate system role(s), and assigning them to the PHA, you can now provide them with their user ID to access the system.

Business Partners Maintenance

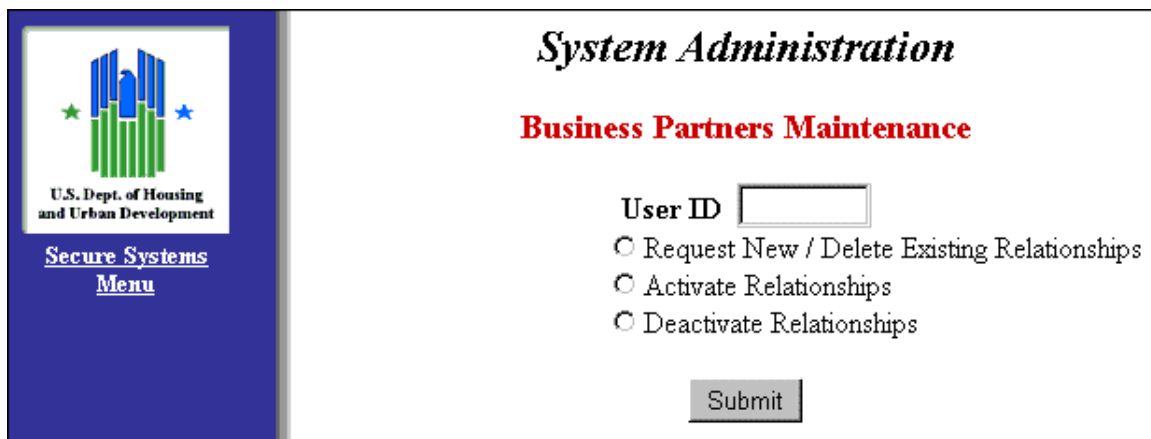
The Business Partner Maintenance feature allows **Coordinators** to represent additional business partners (i.e., PHAs). You only register once. If you need to represent additional PHAs as their Coordinator, you must request a new business partner relationship for each additional PHA. Once the new relationship is activated in the system, you can act as the Coordinator for the additional PHA.

Establishing Additional PHA Relationships

Remember, Coordinators are determined by the PHA's Executive Director. The first step in establishing a new business partner relationship (in addition to the PHA under which you are registered) is to make a request to be the Coordinator for the new PHA in the system.

To request a new business relationship:

1. On the **Secure Systems** page, under the *System Administration* heading, click on the Business Partners Maintenance link. The **Business Partners Maintenance** page displays ▼.



2. Enter your user ID in the *User ID* field.
3. Click on the *Request New/Delete Existing Relationships* radio button.

☒ Request New / Delete Existing Relationships

4. Click on the "Submit" button . The **Delete/Request Relationships** page displays (See next page). The "Original Relationship" identifies the PHA you registered under. The box immediately below displays additional PHAs you represent (if any).

Delete Relationships For User M80018

Original Relationship: OH001 -
COLUMBUS METROPOLITAN
HOUSING AUTHORITY
(Organization)

Delete

Request Relationships For User M80018

Tax ID / SSN / PHA ID	Business Partner Type
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼
<input type="text"/>	Participant (Organization) ▼


Add

[\[Main Menu\]](#) [\[User Group Maintenance\]](#) [\[User Maintenance\]](#) [\[Business Partners Maintenance\]](#)

5. Scroll down to the *Request Relationships* section. Click in the first column, and enter the PHA code in the *PHA ID* field. (example: OH066)

6. In the *Business Partner Type* column, click on the right drop-down arrow to view a list of options. Click on "PHA" to select it.

Tax ID / SSN / PHA ID	Business Partner Type
OH066	Participant (Organization) ▼
	Participant (Organization)
	Participant (Individual)
	PHA
	Participant (Organization)

7. Click on the "Add" button  at the bottom of the page. A **Confirmation** page displays ▼.

Request Relationships For User M80018

Confirmation

Add Participant Info	Confirm
OH066 MORGAN METROPOLITAN HOUSING AUTHORITY 4512 NORTH STATE ROUTE #376 NW MCCONNELSVILLE OH 43756-0000	<input type="checkbox"/>




[\[Main Menu\]](#)
[\[User Group Maintenance\]](#)
[\[User Maintenance\]](#)
[\[Business Partners Maintenance\]](#)


NOTE: The system automatically checks the PHA ID (code) against the HUD database. A message displays if the information is not valid. If the information is not correct, click the Cancel button to return to the previous page and re-enter the correct information.

8. Click on the *Confirm* checkbox to confirm you are requesting to be the PHA's Coordinator.

Confirm

☒

9. Click on the "Submit" button  to submit the request.

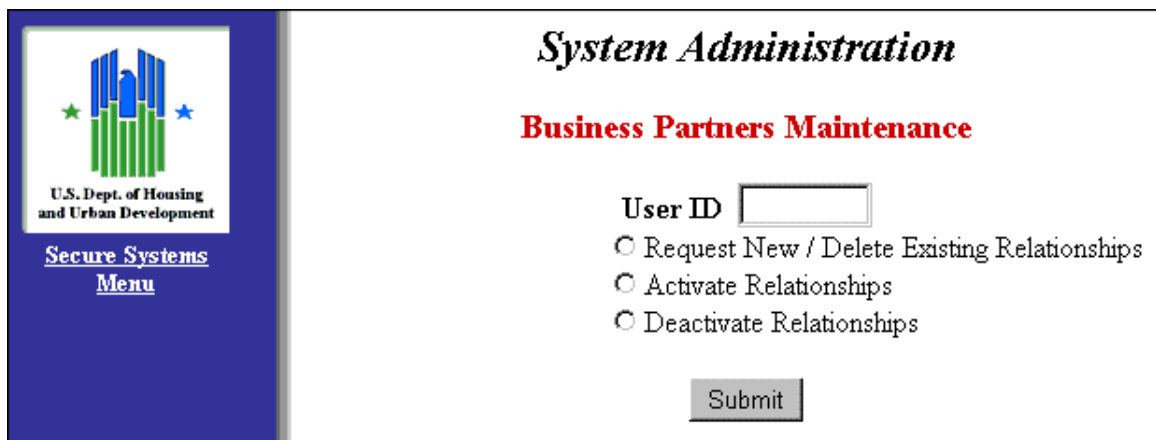
- Click on the [Main Menu](#) link to return to the **Secure Systems** page, or click the close  control icon to exit the system.

Activating an Additional PHA Relationship

After requesting an additional PHA relationship, HUD sends the PHA's Executive Director a letter to verify you as the PHA's Coordinator and to provide the Executive Director with your activation key (code). A Coordinator is authorized when they receive their activation key from the Executive Director. The Coordinator then needs to activate the relationship with this additional PHA in the system.

To activate an additional PHA relationship:

- On the **Secure Systems** main page, under the *System Administration* heading, click on the [Business Partners Maintenance](#) link. The **Business Partners Maintenance** page displays ▼.



System Administration

Business Partners Maintenance

User ID

☐ Request New / Delete Existing Relationships
☐ Activate Relationships
☐ Deactivate Relationships

- Enter the user ID in the User ID field.
- Click on the *Activate Relationships* radio button. ☒ Activate Relationships
- Click on the "Submit" button . The **Activate Relationships** page displays (See next page).

Activate Relationships For User M80018

Select those you wish to activate

OH066 - MORGAN METROPOLITAN HOUSI

TIN/SSN/PHA ID	Activation Key
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

>>>>
<<<<

Submit

[\[Main Menu\]](#)
[\[User Group Maintenance\]](#)
[\[User Maintenance\]](#)
[\[Business Partners Maintenance\]](#)

5. In the left column, click on the PHA to select it. Use the scroll bar if necessary.
6. Click on the right arrow button >>>>. The *PHA ID* automatically displays in the middle column. (To deselect an organization, click on the left arrow button. <<<<)

TIN/SSN/PHA ID	Activation Key
<input type="text" value="OH066"/>	<input type="text"/>

7. In the right column, enter the *Activation Key*.


TIN/SSN/PHA ID	Activation Key
<input type="text" value="OH066"/>	<input type="text" value="xxx123"/>

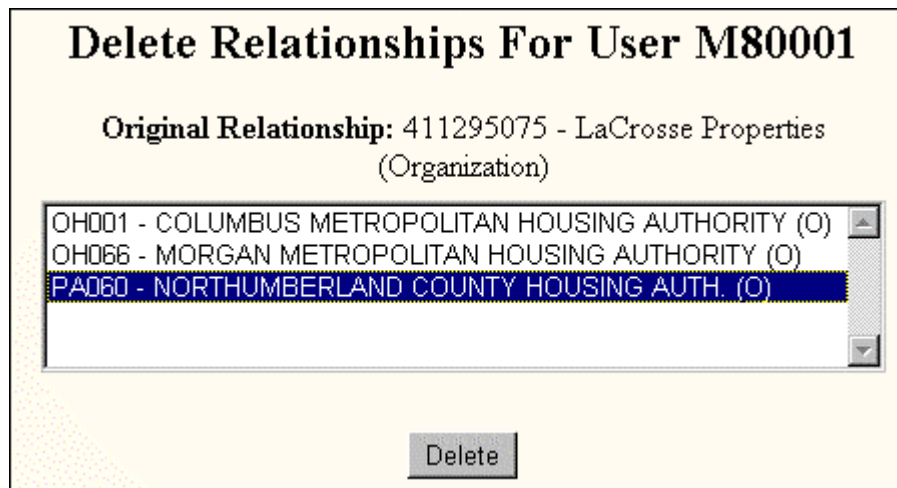
8. Click on the “Submit” button Submit. The **Activation Results** page displays. If the relationship was not activated, return to the previous page and correct the errors.
9. Click on the Main Menu link to return to the **Secure Systems** main page.

Deleting a PHA Relationship

If you, or the backup Coordinator, no longer serve as the Coordinator for a PHA, the relationship with that PHA must be deleted. Remember, the system allows a PHA a maximum of two Coordinators.

To delete a Coordinator relationship with a PHA:

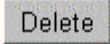
1. On the **Business Partners Maintenance** page, enter the Coordinator's user ID in the *User ID* field.
2. Click on the *Request New/Delete Existing Relationships* radio button.
3. Click on the "Submit" button . The **Delete/Request Relationships** page displays ▼.

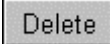


Delete Relationships For User M80001

Original Relationship: 411295075 - LaCrosse Properties
(Organization)

OH001 - COLUMBUS METROPOLITAN HOUSING AUTHORITY (O)
OH066 - MORGAN METROPOLITAN HOUSING AUTHORITY (O)
PA060 - NORTHUMBERLAND COUNTY HOUSING AUTH. (O)



4. In the *Delete Relationships* section, click on the PHA to select it. Use the scroll bar, if necessary. Use the Ctrl key to select more than one option.
5. Click on the "Delete" button  to delete the Coordinator relationship with the PHA. The **Update Results** page displays ▼ confirming your deletions.




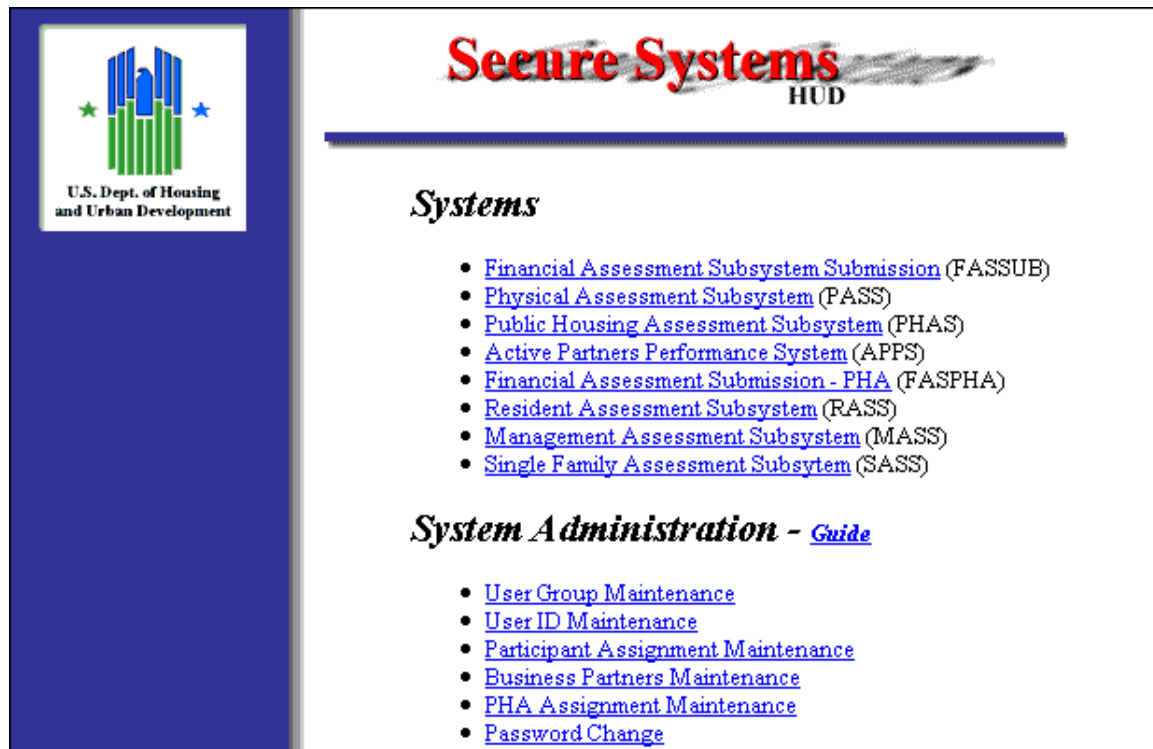
Update Results

All updates have been successfully completed.

[\[Review User M80001\]](#)

[\[Secure Systems Menu\]](#) [\[Business Partners Maintenance\]](#)

6. Click on the Secure Systems Menu link to return to the **Secure Systems** page ▼, or click on the close  control icon to exit the system.



Appendix F: Getting Help

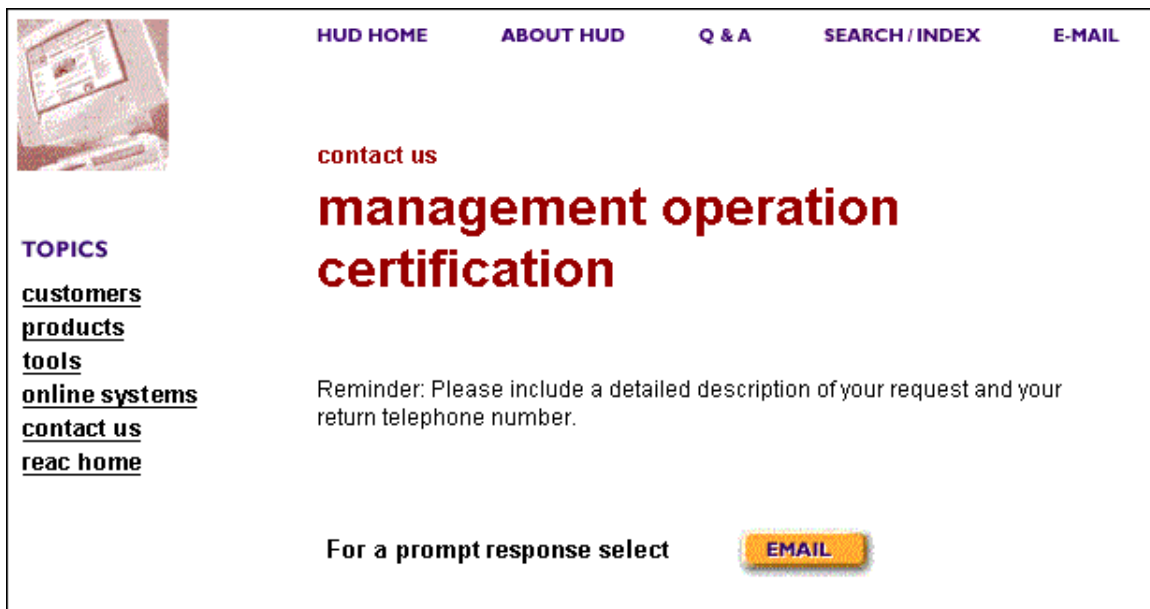
If you have a question, comment, or problem using MASS, you can get help by contacting the REAC Technical Assistance Center (formerly the REAC Customer Service Center). There are three methods for contacting the REAC Technical Assistance Center, by e-mail, by phone, or by standard U.S. ("snail") mail. Below are instructions for each method of contact.

NOTE: The name change to the Technical Assistance Center may not be immediate on all REAC Web pages.

By E-mail

To send an e-mail message to the REAC Technical Assistance Center:

1. At the bottom of every page in MASS is a Technical Assistance Center (formerly the Customer Service Center) link. Clicking on the link opens the Contact Us page. The **Contact Us - Management Operation Certification** page displays ▼.



2. Click on the "EMAIL" button . The **Real Estate Assessment Center Technical Assistance Center Submission** form displays (See next page).

**Real Estate Assessment Center (REAC)
Technical Assistance Center Submission**


***First Name:** ***Last Name:**

***Email:** **Phone:**

***I prefer follow-up and response via:**
☐ Email
☐ Phone (Phone required above.)

Question/Comment:

Please enter any information that you think would help us address your Question/Comment (e.g. PHA Number, Inspection ID).

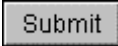
 **If necessary, INSERT ATTACHMENT** **Browse...**

Please Note: Required fields are marked => *. If confidentiality is an issue, please call the REAC Technical Assistance Center directly at 1-888-245-4860.

- Click in the blank fields and enter the information requested. Users are required to enter their *First* and *Last Name*, *Email address*, and *preferred method of response*. Below is a chart describing each field and giving instructions on how to fill out the form ▼:

FIELD NAME	DESCRIPTION
First Name	Click and type in your first name. This field is required.
Last Name	Tab and enter your last name. This field is required.
Email Address	Tab and enter your email address. This field is required.
Phone	Tab and enter your phone number.
Response Preference	Tab and select the preferred method of response to your question. Click on either the <i>Phone</i> or <i>Email</i> radio button to select it.
Question/Comment	Tab and enter your question or comments. Be as specific as possible.

FIELD NAME	DESCRIPTION
Additional Information	Tab and enter any additional information pertaining to your question (e.g., PHA number)
Insert Attachment	Tab to attach files, if necessary. Click on the Browse button. The File Upload window displays. Find the file in the appropriate directory. Click on the file to select it. Click on the Open button to attach the file.

4. Click on the "Submit" button . The completed form is automatically sent to the REAC Technical Assistance Center.

By Phone

You can call the REAC Technical Assistance Center with system questions toll-free, Monday through Friday, 7:00 a.m. to 8:30 p.m., Eastern Time at:

1-888-245-4860

By Standard U.S. ("Snail") Mail

The REAC Technical Assistance Center may be reached by standard U.S. mail at the following address:

**U.S. Department of Housing and Urban Development (HUD)
Real Estate Assessment Center (REAC)
ATTN: Technical Assistance Center
1280 Maryland Avenue, SW, Suite 800
Washington, DC 20024-2635**